

Starlux Virtual Pilot Handbook



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Welcome Message

By Kyle Au Yeung, CEO and Founder of Starlux Virtual

Welcome to Starlux Virtual (SJX VA)—a community built for aviation enthusiasts who seek realism, professionalism, and innovation in virtual flight simulation. As the CEO & Founder, I am honored to introduce this Pilot Handbook, which serves as your guide to our operations, regulations, and the core values we uphold.

At SJX VA, we are committed to providing pilots with an immersive and structured experience that mirrors the excellence of Starlux Airlines. Whether you are new to the skies or an experienced aviator, we welcome you to join us in achieving the highest standards in virtual aviation.

Blue skies and safe flights!

Kyle Au Yeung

Chief Executive Officer & Founder, Starlux Virtual

Section 1 - Introduction to the Company

1.1 - Brief Introduction of Starlux Virtual

Founded on May 9, 2025, Starlux Virtual (SJX VA) is a premium virtual airline inspired by the operations and excellence of Starlux Airlines. Our goal is to deliver an immersive, realistic flight simulation experience that mirrors real-world aviation operations while fostering an engaging community for pilots.

SJX VA operates under the principle of "as real as it gets," ensuring that pilots experience structured flight operations, authentic procedures, and professional standards throughout their virtual career. With a focus on modern fleet management, route scheduling, and community-driven engagement, SJX VA strives to be a leading virtual airline in the flight simulation world.

1.2 - Mission and Core Values

Mission:

SJX VA is committed to providing a high-quality, structured environment for virtual pilots,

replicating real-world aviation procedures while encouraging professional growth and skill development.

Core Values:

Authenticity: Every flight adheres to real-world procedures, ensuring professionalism and realism.

Education: Our platform fosters pilot development and aviation learning opportunities.

Community: **SJX VA** welcomes pilots of all skill levels, creating an inclusive and engaging environment.

Innovation: We continuously improve flight simulation procedures and implement advanced technologies.

Professionalism: Pilots are expected to uphold standards that reflect the airline's reputation.

SJX VA provides structured rank progression, pilot training programs, and career development paths, allowing members to grow within the airline while experiencing diverse flight opportunities across regional, international, and cargo operations.

1.3 - Organisational Structure

SJX VA is led by a strong administrative team, ensuring seamless airline operations, pilot management, and technical support. The Board of Directors, along with department leaders, oversee all aspects of airline management.

Board of Directors:

Chief Executive Officer (CEO) – Oversees the airline's strategic direction and decision-making.

Director of Flight Operations – Manages schedules, fleet operations, and pilot assignments.

Director of Pilot Operations – Handles pilot promotions, disciplinary actions, and training programs.

Director of Customer & Commercial Affairs – Develops events, manages public engagement, and oversees branding.

Director of Engineering & IT – Maintains website, technical infrastructure, and flight tracking systems.

Department Responsibilities:

Flight Operations Department: Manages flight scheduling, route planning, and pilot assignments.

Pilot Operations Department: Oversees pilot training, promotions, and regulatory compliance.

Customer & Commercial Department: Promotes the airline, organizes events, and manages partnerships.

Engineering & IT Department: Supports website operations, flight tracking technology, and IT security.

1.4 - Contact Details

Chief Executive Officer <ul style="list-style-type: none"> - Oversees the strategic direction and business operations of Starlux Virtual. - Handles business enquiries and partnerships. - Reviews and processes appeals on disciplinary actions imposed on pilots. - Evaluates and approves staff position applications. 	<p>Kyle Au Yeung</p> <p>kyleay@starlux-virtual.net</p>
Director of Flight Operations <ul style="list-style-type: none"> - Manages and updates flight schedules and routing. - Oversees flight assignments and pilot scheduling. 	<p>TBD</p> <p>Please direct contact CEO</p>
Director of Pilot Operations <ul style="list-style-type: none"> - Handles pilot promotions and Leave of Absence (LoA) applications. - Oversees pilot training programs and regulatory compliance. 	<p>TBD</p> <p>Please direct contact CEO</p>
Director of Customer & Commercial Affairs <ul style="list-style-type: none"> - Manages events, collaborations, and external partnerships. - Oversees public engagement and promotional strategies. 	<p>TBD</p> <p>Please direct contact CEO</p>
Director of Engineering & IT <ul style="list-style-type: none"> - Provides technical support for website, ACARS, and flight tracking systems. - Ensures IT security, system maintenance, and development. 	<p>TBD</p> <p>Please direct contact CEO</p>

Section 2 - Regulations

2.1 - Pilot Membership Policy

To maintain a structured and professional virtual airline, all pilots must meet the following criteria before being accepted into **Starlux Virtual (SJX VA)**.

Eligibility Requirements:

Age Requirement: Applicants must be at least **13 years old** at the time of registration.

Flight Simulation Network Participation: While pilots are encouraged to fly on **VATSIM** or **IVAO**, it is **not mandatory** to hold an account on either network.

Flight Simulator Ownership: Pilots must own a **legal copy** of at least one of the following flight simulators:

- **Lockheed Martin Prepar3D (Any Version)**
- **Microsoft Flight Simulator X / 2004 (Any Version)**
- **Laminar Research X-Plane (10, 11, or 12)**
- **Microsoft Flight Simulator 2020 / 2024**

Compliance Agreement: Applicants must **agree to all policies and regulations** outlined in this handbook.

Suspension & Dismissal:

If a pilot is found to be engaging in misconduct within VATSIM, IVAO, or any flight simulation community, they **may** face suspension or dismissal from **SJX VA**, depending on the severity of the violation.

2.2 - Pilot Activity Policy

To maintain an active status within **SJX VA** and retain membership privileges, pilots must adhere to the following flight activity requirements:

Minimum Flight Activity:

- At least one flight must be completed within 30 days to maintain an active status.
- At least three flights must be completed within 90 days to remain in the airline.

Inactive Status & Removal:

If a pilot fails to meet the activity requirements, they will be marked as inactive and given 90 days to restore their active status.

If no flights are completed within this timeframe, the pilot will be dismissed.

Dismissed pilots may reapply at a later date but will undergo additional screening and interviews by the Pilot Operations Department to confirm future compliance.

2.3 - Website Policy

All **SJX VA** pilots must comply with the following regulations when accessing the airline's official website.

- Login Credentials:
 - Pilots must never share their login details or attempt to access another pilot's account.
 - Unauthorized access to another individual's credentials will lead to immediate dismissal.
- Personal Information & Registration:
 - All pilots must use their real name during registration.
 - Providing false, incomplete, or misleading information will result in account suspension and dismissal.
 - Each pilot is allowed only one account with **SJX VA**.
- Flight Logging & Reports:
 - Pilots must fly at least one flight within the first 30 days after completing registration.
 - All flights must be logged using official **Starlux Virtual** flight schedules with the correct aircraft and livery.
 - Pilots cannot simultaneously fly for **SJX VA** and another virtual airline on the same flight.

Failure to follow website policies may result in disciplinary action, including dismissal. Pilots may appeal decisions directly to the CEO, whose ruling will be final.

2.4 - Discord Community Policy

SJX VA encourages respectful communication and professional conduct within its official Discord server.

Community Guidelines:

- **Respectful Behavior:** Pilots must maintain professionalism and courtesy toward fellow members and staff.
- **Prohibited Discussions:** Topics involving politics, religion, or explicit content are strictly prohibited.
- **Harassment & Misconduct:** Any form of bullying, threats, or disrespect toward staff or other members will lead to immediate disciplinary action.
- **Discord Name Requirement:** Pilots must use their full registered name and pilot ID while connected to **SJX VA**'s Discord server.

Violations of Discord policies may result in suspension or dismissal from **Starlux Virtual**.







- **Detailed Community Rules** have been posted on the **Starlux Virtual Discord Server** under ~~#rules-guidelines~~ **#規則與指引**. All pilots are required to review and adhere to these guidelines to ensure a respectful and professional environment for all members.
- **Stay updated!** These rules are periodically reviewed and updated to maintain operational integrity and a positive community experience. If you have any questions or require clarification, please reach out to a **staff member** within the Discord server.

Section 3 - Pilot Operations and Training

3.1 - Rank Structure

SJX Virtual follows a structured rank progression system that allows pilots to advance based on their flight experience, skills, and contributions to the airline. Each rank carries distinct privileges and responsibilities to ensure a professional and immersive flight experience.

Pilot Ranks & Privileges:

Rank	Privileges & Limitations
Cadet Pilot (CP) 	<ul style="list-style-type: none"> - Entry-level pilot rank - Can fly only domestic and regional flights up to 3500nm - Cannot fly codeshare or long-haul flights - Cannot fly to dangerous airports
Second Officer (S/O) 	<ul style="list-style-type: none"> - Can fly routes up to 6000nm - Cannot fly codeshare flights - Restricted from dangerous airports (Level 2 & 3)
First Officer (F/O) 	<ul style="list-style-type: none"> - Can fly partners' routes up to 2000nm - Eligible to fly Level 1 dangerous airports
Captain (CPT) 	<ul style="list-style-type: none"> - Eligible for full access to all routes - Can fly Level 2 dangerous airports
Senior Captain (S/CPT) 	<ul style="list-style-type: none"> - Full privileges of a Senior First Officer - Can fly Level 3 dangerous airports - Eligible for staff roles & training programs
Chief Captain (CCPT) 	<ul style="list-style-type: none"> - Most senior rank - Leads specialized flight operations - Can apply to become a Training Captain

* Training Captain: Senior Captains and Senior Captains who are part of the **SJX VA** Training Team may be appointed as Training Captains. This designation is temporary and does not affect their permanent rank.

3.2 - Promotion Requirements & Applications

Pilots must apply for rank promotions when meeting the required flight hours and achievements. Promotions are NOT automatic and must be reviewed by the Pilot Operations Department.

Promotion Requirements:

Current Rank	Next Rank	Requirements
Cadet Pilot	Second Officer	- Complete first flight successfully (Minimum 1 hour)
Second Officer	First Officer	- Accumulate 150 flight hours - Fly to five different destinations outside Hong Kong
First Officer	Captain	- Accumulate 900 flight hours - Pass a theory test on airline policies
Captain	Senior Captain	- Accumulate 1700 flight hours - Maintain an On-Time-Performance (OTP) of ± 30 minutes for 80% of flights
Senior Captain	Chief Captain	- Accumulate 2500 flight hours

Promotion Process:

Pilots must email the Pilot Operations Department to apply for promotion.

The application will be reviewed within 72 hours, and results will be communicated accordingly.

Please notice:

Once you have met the required flight hours for promotion, please contact the Director of Pilot Operations for further processing. Detailed contact information can be found in **Section 1.4** of this handbook.

Important: Promotion applications are subject to review, and approval is not automatic. Ensure all eligibility criteria are met before submitting your request.

3.3 - Transfer Hours Policy

SJX Virtual accepts a maximum of 250 flight hours transferred from VATSIM or IVAO, logged under any pilot callsign.

Direct Entry Rules:

- Pilots with more than 150 hours logged as a pilot on VATSIM or IVAO at the time of application will be granted direct entry as a First Officer after completing their first flight at SJX Virtual.

Important Notice:

SJX Virtual does NOT accept transfer hours from other virtual airlines or flight simulation networks. However, pilots who wish to transfer hours from VATSIM or IVAO may request approval from the Director of Flight Operations.

Transfer Request Process:

- **Pilots must submit a formal request to the Director of Flight Operations.**
- **The request must include official flight records from either VATSIM or IVAO as verification.**
- **All transfer hours are subject to review and approval by the airline's Flight Operations team.**
- **Unverified or incomplete submissions will be rejected.**

For further details, please refer to Section 1.4 of this handbook for contact information.

~~3.4 - Leave of Absence (LoA) Policy~~ *(Will be announce later)*

~~If a pilot is unable to meet the activity requirements listed in Section 2, they may apply for a Leave of Absence (LoA) to temporarily suspend their duties.~~

~~LoA Rules:~~

- ~~— The minimum LoA duration is 30 days, and the maximum duration is 180 days.~~
- ~~— Pilots may terminate their LoA early if they resume activity before the expiration date.~~
- ~~— Once the LoA expires, pilots must meet standard activity requirements to maintain active status.~~

~~Pilots unable to resume flights beyond 180 days must contact the Pilot Operations Department for alternative arrangements.~~

3.5 - Pilot Training Program

SJX Virtual does not require real-world aviation knowledge from its pilots, but we strongly encourage pilots to enhance their flight simulation skills.

Training Support:

- Community Assistance: Our experienced pilots and staff are available to help with flight simulation guidance.
- Online Training Guides: Pilots can access various tutorials and guides for flight planning, navigation, and aircraft operations.
- Live Training Sessions: SJX Virtual plans to implement a structured pilot training program in the future.

If you require assistance, please approach **SJX VA** staff or senior pilots for guidance!

~~3.6 - Pilot of the Month Award (To be implemented later)~~

~~SJX Virtual plans to introduce a Pilot of the Month award to recognize outstanding pilots based on performance, contributions, and professionalism.~~

~~Criteria for Selection:~~

- ~~- Highest flight activity with consistent PIREP submissions.~~
- ~~- Exemplary professionalism in the community.~~
- ~~- Contributions to training, mentorship, and events.~~

The award details and selection process will be announced in the future!

3.7 - Disciplinary Actions

SJX Virtual enforces strict disciplinary measures for violations of **Section 2: Regulations**.

General Disciplinary Policy:

- First-time minor offenses will receive a formal warning.
- Repeated violations may lead to temporary suspension.

- Serious misconduct or breaches of major policies will result in permanent dismissal from the airline.

Severe Violations:

Immediate dismissal without appeal will be enforced if a pilot is found:

- Engaging in harassment or misconduct against staff or pilots.
- Using pirated flight simulation software or violating network policies.
- Leaking confidential airline information or staff communications.
- Engaging in deceptive practices or fraud within the airline.

Appeal Process:

- Pilots may submit an appeal directly to the CEO for review.
- The CEO will conduct an independent investigation before issuing a final ruling.
- The CEO's decision is final and cannot be challenged further.

Section 4 - Flight Operations

4.1 - Flight Scheduling

Starlux Virtual (SJX VA) provides a dynamic and structured flight schedule, allowing pilots to simulate real-world airline operations. Our scheduling system incorporates:

- Modern Routes: Reflecting the latest Starlux Airlines schedules with updated flight frequencies.
- Regional and Long-Haul Operations: Covering key markets in Asia, North America, and Europe.
- Special Event Flights: Pilots may participate in seasonal and promotional flights as part of airline events.
- Charter Operations: Available exclusively for senior pilots, enabling flexibility in destinations.

- **Custom Flights:** SJX Virtual encourages pilots to take advantage of **custom flights**, allowing flexibility beyond scheduled airline operations. However, **all PIREPs (Pilot Reports) submitted for custom flights** will be carefully reviewed for **realism and reasonability** to maintain operational integrity.

Guidelines for Custom Flights:

- Pilots must ensure flight plans are **realistic and adhere to standard procedures**.
- Aircraft and route selections should align with **real-world feasibility** to maintain authenticity.
- **Unrealistic or unreasonable flights** may lead to **PIREPs being rejected** or further reviewed by the Flight Operations Department.

Route Requests:

If pilots wish to request additional routes, they may submit a request via the **SJX VA** Discord route-request channel or email the Flight Operations Department.

~~4.2 - Jumpseat System (Will be announced later)~~

~~Pilots are required to start their flights from their current location within the airline's network. However, to facilitate operational flexibility, **SJX VA** offers a Jumpseat Transfer System, allowing pilots to relocate for their next flight assignment.~~

~~**Jumpseat Rules:**~~

- ~~—— Pilots may use pilot credits to relocate to another airport within the network.~~
- ~~—— Transfers must be logged via the airline's Jumpseat Request system before the next flight.~~
- ~~—— Charter pilots may apply for long-haul repositioning via special requests.~~

4.3 - Hub Operations

SJX Virtual operates hub-based flight assignments, ensuring structured pilot activity across its primary base and future expansions:

Primary Hub:

- Taipei Taoyuan International Airport (RCTP) – Headquarters and main operations base.

Potential Future Hub Expansions:

- Hong Kong International Airport (VHHH) – Regional expansion planned for strategic flights.

- Los Angeles International Airport (KLAX) – Potential trans-Pacific operations hub.
- Tokyo Narita International Airport (RJAA) – Expansion hub for regional services.

* While pilots are primarily assigned to Taipei, they may operate flights from any designated airport within the **SJX VA** route network. Hub assignments do not limit pilot activity across available destinations.

4.4 - Pilot Reports (PIREPs)

All pilots are required to submit a valid Pilot Report (PIREP) upon completion of their flight. SJX Virtual uses a dedicated tracking system to monitor and verify flight data, ensuring compliance with airline procedures.

PIREPs Submission Guidelines:

- Pilots must submit their PIREPs via the **SJX VA** ACARS system after flight completion.
- Manual PIREPs may be submitted in case of technical issues (custom flights must be submit as manual PIREPs), but must include detailed flight logs.
- PIREPs must accurately reflect fuel usage, flight time, and route flown.
- Flights without a valid PIREP will not be counted toward pilot hours.

* Failure to submit a PIREP within 24 hours may result in flight invalidation. Pilots experiencing technical issues must report the problem to the Flight Operations Department immediately.

~~4.5 - Charter Operations (To Be Implemented)~~

~~SJX Virtual plans to introduce charter flight options for experienced pilots at Captain rank and above.~~

~~**Charter Operations Overview:**~~

- ~~— Pilots may fly private or unscheduled routes using designated aircraft types.~~
- ~~— Special permissions are required for non-standard operations outside of the airline's route network.~~
- ~~— Charter pilots must maintain operational records, ensuring compliance with company guidelines.~~

More details on charter operations will be released in future updates!

Section 5 - Standard Operating Procedures (SOP)

5.1 - Introduction

The **Standard Operating Procedures (SOPs)** are established to ensure safe, efficient, and professional flight operations within **Starlux Virtual (SJX VA)**. These guidelines provide structured instructions for every phase of flight—from **pre-flight planning to post-flight procedures**—allowing pilots to operate with precision and realism.

All pilots must strictly adhere to the SOPs at all times. **Failure to comply** may result in **PIREPs being rejected**, disciplinary action, or even dismissal from the airline. **Updates to the SOPs** will be communicated via the **SJX Virtual Discord server** and official notifications.

5.2 - Flight Planning

5.2.1 - Time Settings

- Flight schedules are listed in **local airport time** for both departure and arrival.
- Pilots **do not have to follow real-world departure times** but are encouraged to do so for enhanced realism.
- **Live weather conditions** should be used unless technical limitations prevent it.

5.2.2 - Flight Route Planning

Pilots must use **realistic flight routes**, preferably obtained from:

- **SimBrief** (Highly Recommended)
- **Navigraph Charts**
- **Official Aeronautical Publications (AIP) & Flight Planning Tools**

Unacceptable flight routes include:

- **Flying through restricted airspace** (unless authorized).
- **Overflying active conflict zones** for safety concerns.

5.2.3 - Cost Index Settings

Pilots should use the appropriate cost index values for accurate fuel efficiency and speed calculations.

Aircraft Type Recommended Cost Index

Airbus A350 45

Airbus A321neo 20

*More types of aircraft will be announced soon.

Excessively high cost index values leading to unrealistic speeds may result in PIREP rejection.

5.2.4 - Alternate Airport Selection

At least one alternate airport must be filed for every flight to ensure operational safety. For ETOPS flights (Extended Twin Operations), additional alternate airports must be selected.

5.2.5 - Fuel Planning

Pilots are responsible for ensuring correct fuel calculations using reliable sources.

Recommended tools: SimBrief or PFPX for fuel planning.

Extra fuel may be carried when flying in congested airspace or severe weather conditions.

5.2.6 - Flight Documents

Flight documents are essential for safe and efficient flight operations. All pilots must have access to accurate and reliable documentation before commencing any flight.

Required Flight Documents:

- **Aerodrome Charts** – Includes airport layouts, taxiway information, parking stands, and ground procedures.
- **Standard Instrument Departure (SID) Charts** – Provides departure routing from the airport to enroute airspace.
- **Standard Terminal Arrival Route (STAR) Charts** – Details inbound routing for approach phase.
- **Approach Charts** – Covers Instrument Landing System (ILS), RNAV/GPS, VOR, and other approach procedures.
- **Enroute Charts** – Displays airway structures, navigational aids, and FIR boundaries.
- **Weather Charts** – Includes METARs, TAFs, NOTAMs, and SIGMETs for operational awareness.
-

Approved Chart Sources:

- Pilots must refer to real-world aviation charts from one or more of the following sources:
- Jeppesen Charts (Navigraph Subscription Recommended)
- Official Aeronautical Information Publications (AIP) from Civil Aviation Authorities
- ChartFox (Free Alternative)
- SkyVector or other reliable enroute chart sources

Flight Documentation Guidelines:

All pilots must ensure:

- Their flight plans align with the latest NOTAMs and ATC routing updates.
- Navigational charts are relevant to the aircraft type, airport, and flight region.
- Alternate airport data is available in case of emergency diversions.

*** Failure to use proper flight documentation may result in PIREP rejection due to unrealistic or unsafe operations.**

*** Unrealistic fuel planning, such as insufficient fuel for a complete flight or excessive loading, may result in PIREP rejection.**

5.3 - Flight Operations Procedures

5.3.1 - Simulator Settings & Restrictions

Strictly prohibited actions:

- **Time acceleration** (all flights must be completed in real-time).
- **Slew mode usage** (except pre-engine start and post-engine shutdown).
- **Simulator pause** when flying online, unless necessary for emergencies.

5.3.2 - ATC Communications

Pilots must use English for all ATC communications, regardless of location.

Compliance with ATC instructions is mandatory, except when deviation is required for safety.

5.3.3 - Aircraft Selection & Substitutions

- **Pilots must fly the aircraft listed in the flight schedule.**
- **Substitutions** are permitted under specific conditions (refer to Appendix 10.3).

*** Incorrect aircraft usage will result in PIREP rejection unless prior approval is obtained from the Flight Operations Department.**

5.3.4 - Speed Restrictions & Compliance

Below 10,000 feet MSL: Pilots must **not exceed 250 knots**, unless directed otherwise by ATC. **Overspeed exceeding 1 minute or stall incidents longer than 5 seconds** must be reported in the PIREP comments section.

5.3.5 - Landing Rate Restrictions

Safe landing rate limits:

- **Recommended:** Below -350 ft/min.
- **Maximum permitted:** -600 ft/min.
- **Soft landings over +150 ft/min** are not permitted.

Excessive landing rates may require pilot retraining and PIREP review.

5.3.6: Emergency Diversions & Procedures

Emergency diversions due to technical failures or extreme weather are permitted.

Diversions **must be logged in the PIREP** with full details.

Unrealistic or unjustified diversions may lead to PIREP rejection.

5.4 - PIREP Submission Rules

All pilots must submit a valid PIREP after every flight through the **SJX Virtual ACARS system**.

PIREPs Requirements:

- **Flight details must be accurate** (route, aircraft type, flight time, fuel burn).
- **Real-time tracking data** must be recorded via the **SJX VA ACARS** or approved flight monitoring tools.
- **Manual PIREPs** are permitted **only in case of technical failure** and must include supporting documentation.

PIREPs Review Process:

- **PIREPs will be evaluated within 48 hours** by the Flight Operations team.
- **Rejected PIREPs** may be appealed via the Flight Operations Department.
- **Pilots must adhere to SOP standards** to ensure PIREPs are **valid and accepted**.

***Invalid or unrealistic flights may result in disciplinary actions**

Section 6 - Fleet Management & Route Planning

6.1 - Fleet Overview

Starlux Virtual (SJX VA) operates a **modern, diverse, and strategically optimized fleet** to ensure realistic flight simulation experiences across various routes. The fleet is divided into **Passenger, Cargo, and Charter operations**, providing pilots with a variety of aircraft types suited for different missions.

Passenger Fleet

Aircraft Type	Primary Operations
Airbus A350-900	Long-haul international routes
Airbus A321neo	Regional and short-haul flights

Cargo Fleet: (Coming out soon)

Aircraft Type	Primary Operations
Boeing 747-8F	Dedicated freight transport
Boeing 777F	High-capacity express cargo operations
Airbus A330-300P2F	Medium-haul cargo transport

Fleet Expansion & Updates:

SJX Virtual regularly **reviews and updates** its fleet selection based on **real-world market trends, aircraft performance, and operational efficiency**. Future expansions may include additional aircraft to **optimize long-haul operations and enhance pilot experience**.

6.2 - Route Planning & Scheduling

SJX Virtual operates **structured flight schedules** that simulate **realistic airline operations** while offering pilots flexibility to explore various destinations.

6.2.1 - Hub Operations

SJX VA is primarily based at **Taipei Taoyuan International Airport (RCTP)**, with additional planned expansion hubs in **Hong Kong (VHHH)**, **Los Angeles (KLAX)**, and **Tokyo Narita (RJAA)**.

Primary Hub:

Taipei Taoyuan International Airport (RCTP) – Headquarters and core operations base.

Future Expansion Hubs:

- Hong Kong International Airport (VHHH) – Regional growth and cargo operations.
- Los Angeles International Airport (KLAX) – Trans-Pacific expansion hub.
- Tokyo Narita International Airport (RJAA) – Strategic hub for Asia-Pacific routes.

6.2.2 - Route Categories

SJX Virtual offers **multiple flight categories** to accommodate different pilot levels:

- **Domestic & Regional Flights:** Short-haul operations within East Asia using **A321neo**.
- **International Long-Haul Flights:** Medium-to-long-haul flights utilizing **A350-900**.
- **Cargo & Freight Operations(Coming out soon):** Dedicated ~~B747-8F & B777F cargo~~ routes for logistics pilots.
- **Special Event Flights:** Unique charter missions and seasonal flights for **community participation**.

Route Adjustments:

SJX Virtual pilots can request **new route additions or modifications** via the **Discord route-request channel** or **directly contact the Flight Operations Department**.

6.3 - Aircraft Assignment Rules

Aircraft assignments are based on real-world operational constraints, ensuring pilots fly aircraft suited to the flight mission.

- Pilots **must use the aircraft specified** in the flight schedule.
- **Aircraft substitutions are permitted** under certain conditions (Refer to **Appendix 10.3**).
- Cargo flights **must be operated using designated freighter aircraft** unless pre-approved for exceptions.

Unauthorized aircraft substitutions may lead to PIREP rejection unless justified under special circumstances.

6.4 - Special Operations & Charter Flights

SJX Virtual allows **special flights beyond scheduled airline operations**, subject to approval.

6.4.1 - Charter Operations

- **Only Senior Captains or above** may conduct charter flights.
- **Charter flights must use authorized aircraft** from the approved fleet list.
- **Detailed flight documentation** must be submitted along with PIREPs.

6.4.2 - Emergency Relief & Humanitarian Flights

SJX Virtual may conduct special humanitarian flights using designated cargo aircraft.

- **Eligible Aircraft:** ~~B747-8F, B777F, and A330-300~~ for relief cargo transport. (Will be announce cargo aircraft soon)
- **Coordination:** Pilots must request special clearance before conducting humanitarian flights.
- **Flight Reports:** All emergency operations must include **detailed mission logs** in PIREP submissions.

Future expansions in humanitarian flights will be announced based on real-world aviation trends.

6.5 - Aircraft Substitution Policy (Refer to Appendix 10.3 for Full List)

SJX Virtual follows **strict aircraft substitution rules** to maintain flight realism while providing flexibility in fleet selection.

General Substitution Rules:

- **Aircraft substitution is permitted ONLY IF:**
 - The substitute aircraft belongs to the **same operational category** (e.g., long-haul, regional).
 - The aircraft model aligns with **real-world operations**.
 - The pilot receives **pre-approval** for substitutions in special cases.

*Unauthorized aircraft swaps may lead to PIREP rejection unless justified.

*Appendix 10.3 contains a full list of approved aircraft substitutions and alternative options.

Section 7 - Pilot Reports (PIREPs) Submission & Review Process

7.1 - Introduction

A **Pilot Report (PIREP)** is required for every flight flown under **Starlux Virtual (SJX VA)** to accurately track pilot activity, maintain flight records, and ensure operational realism. The **Flight Operations Department** reviews all PIREPs to verify their compliance with airline procedures. **Failure to submit a valid PIREP** may result in flight hours not being recorded and possible disciplinary action.

7.2 - PIREP Submission Guidelines

General Submission Requirements:

- Pilots **must submit PIREPs via SJX Virtual's ACARS tracking system** after flight completion.
- **Manual PIREPs** are only permitted in case of **technical failures** and must include supporting documentation.
- Flight details, including **route, aircraft type, flight time, and fuel usage**, must be accurately logged.
- Pilots **must specify any deviations or emergency diversions** in the PIREP comments section.

***Invalid or incomplete PIREPs will be subject to rejection.**

7.3 - PIREP Review Process

PIREPs undergo a structured review process to ensure flight realism and compliance.

Review Timeline:

- PIREPs will be **evaluated within 48 hours** of submission.
- Rejected PIREPs **may be appealed within 7 days** by contacting the Flight Operations Department.

Reasons for PIREP Rejection:

- **Incorrect aircraft usage** (Must match scheduled aircraft).
- **Unrealistic fuel consumption or cost index settings.**
- **Excessive speed violations** (Refer to SOP guidelines).
- **Unjustified emergency diversions or unrealistic flight paths.**
- **Unrealistic landing rates exceeding company limits.**

Pilots may be required to provide additional documentation for disputed PIREPs.

7.4 - Manual PIREP Submission

Manual PIREPs must include comprehensive flight details to ensure verification.

Required Information:

- **Flight Number & Callsign**
- **Aircraft Type & Registration**
- **Departure & Arrival Airport**

- Total Flight Time
- Fuel Used (Accurate Record)
- Log of Events (Including airborne deviations, diversions, weather delays, etc.)
- Reason for Manual Submission

Incomplete manual PIREPs will be rejected.

7.5 - Handling PIREP Discrepancies

Appeal Procedure:

- Pilots may appeal rejected PIREPs via email to the **Flight Operations Department**.
- Appeals **must be submitted within 7 days** after rejection.
- A secondary review will be conducted before issuing the final decision.

***Final decisions on appeals will be made by the Director of Flight Operations**

Section 8 - Disciplinary Procedures & Appeals

8.1 - Introduction

Starlux Virtual (SJX VA) maintains a **professional and structured disciplinary framework** to ensure operational integrity, fairness, and respect among all pilots. **Violations of airline policies, regulations, and code of conduct** may result in disciplinary actions ranging from warnings to permanent dismissal.

Disciplinary measures are enforced by the **Pilot Operations Department**, and appeals can be made to the **Chief Executive Officer (CEO)** for review.

8.2 - Categories of Policy Violations

Policy violations are classified into **three categories**:

- **Minor Violations:** Typically result in warnings but may escalate if repeated.
- **Moderate Violations:** May result in temporary suspensions from **SJX VA** activities.
- **Major Violations:** Can lead to permanent dismissal without appeal rights.

Examples of Violations

- **Minor Violations** (Warning Issued):
 - Failure to submit PIREPs correctly.
 - Minor errors in flight operations (e.g., incorrect fuel loading).

- Unintentional use of incorrect aircraft for a scheduled flight.
- Violation of Discord etiquette (e.g., mild off-topic discussions).
- **Moderate Violations** (Temporary Suspension):
 - Failure to comply with ATC instructions leading to safety risks.
 - Multiple PIREP rejections due to repeated errors.
 - Ignoring aircraft selection guidelines without prior approval.
 - Displaying disrespectful behavior toward staff or fellow pilots.
- **Major Violations** (Permanent Dismissal):
 - Harassment, discrimination, or bullying of any **SJX VA** members.
 - Use of pirated flight simulation software.
 - Leaking confidential airline information to external sources.
 - Engaging in fraudulent activities within the airline (e.g., false flight logging).

8.3 - Disciplinary Actions & Consequences

SJX Virtual follows a structured approach in handling policy violations:

Offense Type	First Violation	Repeat Violations	Final Consequence
Minor Violation	Formal warning	Additional warning	Temporary suspension (if excessive)
Moderate Violation	Temporary suspension (7-30 days)	Extended suspension (60+ days)	Possible dismissal
Major Violation	Immediate dismissal	No appeal	Permanent ban from airline

Permanent bans may apply in cases of severe misconduct or security breaches.

8.4 - Appeals Process

Pilots have the right to appeal disciplinary actions, subject to evaluation.

Appeal Submission Guidelines:

- Appeals **must be submitted within 7 days** of receiving disciplinary notice.
- Appeals must be sent via email to the **Chief Executive Officer (CEO)** with detailed reasoning.
- The CEO will conduct an **independent review** and may consult department directors for insights.

- Appeal decisions **are final** and cannot be challenged further.

No appeal rights will be granted for major violations involving piracy, harassment, or security breaches.

Section 9 - Special Operations & Events

9.1 - Introduction

Starlux Virtual (SJX VA) occasionally organizes **special flight operations and events** to enhance pilot engagement, promote skill development, and offer unique flying experiences beyond routine airline schedules. These operations may include **seasonal flights, charter missions, competitions, and community-driven aviation challenges**.

Special operations are available to **qualified pilots** based on rank, experience, and operational history. **Participation is voluntary**, but pilots are encouraged to take advantage of these opportunities to improve their skills and contribute to the airline's special missions.

9.2 - Charter & VIP Flights

9.2.1 - Charter Flights (Exclusive to Senior Captains & Above)

SJX Virtual provides charter flight options for **special occasions, executive transport, and VIP travel needs**.

Charter Flight Guidelines:

- Available **only for Senior Captains and higher-ranked pilots**.
- Pilots must use **approved aircraft** from the designated charter fleet.
- Flight plans must **follow realistic routing procedures** and include accurate documentation.
- Charter flight PIREPs **must include detailed mission logs** in the comments section.

9.2.2 - VIP & Corporate Transport (Restricted to Captain Rank & Above)

SJX Virtual offers special **corporate flights** for high-value business executives using **premium fleet aircraft** such as the Gulfstream G600 or Cessna Citation X.

VIP Flight Conditions:

- Must operate from **international airports with VIP terminal facilities**.
- Pilots **must adhere to strict time schedules** for corporate flight operations.
- **Unrealistic VIP flights** will not be counted towards pilot hours.

9.3 - Seasonal & Community Events

9.3.1 - Special Event Flights

SJX Virtual organizes periodic **holiday, seasonal, and international event flights** for pilots to participate in unique operations, including:

- **New Year Celebration Flights** – Commemorating global aviation milestones.
- **Anniversary Flights** – Celebrating SJX Virtual's founding and achievements.
- **Aviation Festivals** – Participating in VATSIM/IVAO special events.
- **Historical Reenactment Flights** – Simulating legacy aviation missions.

Pilots can find upcoming event details via **Discord announcements** or on the airline's **event page**.

9.4 - Competitive & Challenge Flights

9.4.1 - Flight Competitions *(To Be Implemented)*

SJX Virtual plans to introduce competitive **flight challenges**, testing pilot skills in realistic conditions, including:

- **Landing Precision Challenges** – Achieving the lowest possible landing rate.
- **Fuel Optimization Competitions** – Executing long-haul flights with precise fuel management.
- **Time Efficiency Flights** – Conducting rapid regional operations while maintaining safety standards.

9.4.2 - Pilot Achievement Awards *(Future Implementation)*

SJX Virtual will reward pilots for exceptional achievements such as:

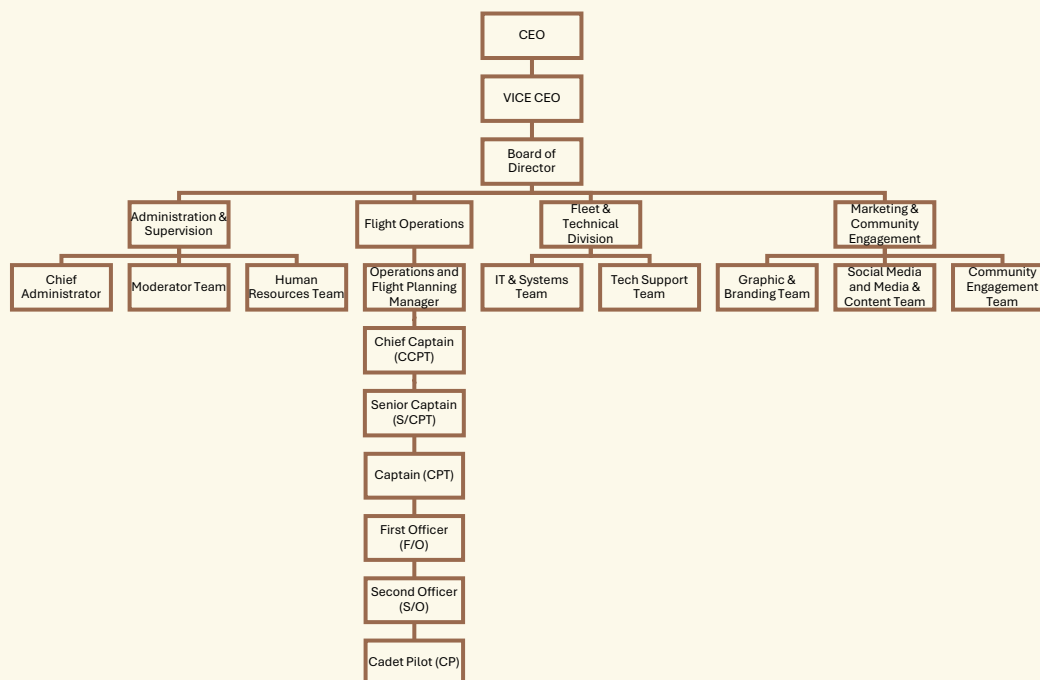
- **Top Pilot of the Month** – Based on highest flight activity & professionalism.
- **Most Dedicated Pilot Award** – Recognizing pilot commitment and reliability.
- **Longest Nonstop Flight Achievement** – For successfully executing ultra-long-haul missions.

Event winners **may receive special privileges, unique aircraft access, or honorary rankings** within the airline.

Official competition details and rules will be announced in future updates

Section 10 - Resources & Appendices

10.1 – Structure of Starlux Virtual



10.2: Approved Flight Planning Tools

SJX Virtual pilots are encouraged to use **professional flight planning resources** to ensure accurate route calculations, fuel management, and operational efficiency.

Recommended Flight Planning Tools:

- **SimBrief** (Highly Recommended – Free with optional Navigraph integration)
- **Navigraph Charts** (Premium subscription required for real-world flight planning data)
- **SkyVector** (For VFR routing and weather analysis)
- **ChartFox** (Free alternative for aerodrome charts)
- **Official AIP Documents** (Civil Aviation Authorities – Country-Specific Regulations)
- **PFPX** (Professional Flight Planner – Payware)

Weather & NOTAM References:

- **METAR & TAF Reports:** Check **aviationweather.gov** or **NOAA** sources.
- **NOTAM Retrieval:** Use **SkyVector** or country-specific AIPs for the latest updates.
- **ETOPS Planning:** Ensure additional alternate airport availability during extended twin operations.

10.3 - Approved Aircraft Substitutions

SJX Virtual follows a structured **aircraft substitution policy** to allow flexibility while maintaining realism. Pilots must select substitutes **within the same operational category** (e.g., long-haul, regional, cargo).

Below is the approved aircraft substitution list:

Passenger Fleet Substitutions

Original Aircraft
Airbus A350-900
Airbus A321neo

Unauthorized aircraft substitutions may result in PIREP rejection unless justified under special circumstances.

10.4 - Dangerous Airport List

SJX Virtual designates specific **airports with challenging approaches, difficult terrain, and high-risk landing conditions** into three categories. Pilots must **hold a Captain rank or higher** to operate flights into Level 3 airports.

Level 1 – Moderate Challenge

- **Kai Tak International Airport (VHHX)**
- **Kathmandu Tribhuvan International Airport (VNKT)**

Level 2 – High-Risk Operations

- **Madeira Airport (LPMA)**

- Queenstown Airport (NZQN)
- Innsbruck Airport (LOWI)

Level 3 – Extreme Difficulty (Captain Rank Required)

- London City Airport (EGLC)
- Gibraltar Airport (LXGB)
- Toncontín International Airport (MHTG)

Pilots flying to Level 3 airports must ensure compliance with specialized approach procedures and terrain avoidance measures.

10.5 - Additional References & Policies

Pilot Handbook Updates:

SJX Virtual periodically **updates operational policies and procedures**. All pilots **must review new handbook versions** upon release to stay informed.

Flight Documentation & Charts:

- All pilots are expected to use real-world navigational charts.
- Failure to provide proper flight documentation may result in PIREP rejection.

Pilots can access handbook updates via SJX Virtual's Discord announcements.