

# SUISSE VIRTUAL PILOT HANDBOOK

version 23.1

last updated 14 OCT 23

# Overview

Welcome to Suisse Virtual!

An Infinite Flight based virtual airline inspired by real life airline SWISS, our goal is to simulate real world operations of SWISS and it's subsidiary Edelweiss. We also provide several historical routes operated by Swissair.

This pilot guide will help guide you through our operations and procedures, as well as our Code of Conduct to ensure that we keep Suisse Virtual a safe and enjoyable environment for all.

Within this guide you will find a number of specific rules or procedures that pilots should take note of:

## Must

The use of **must** or **must not** within this handbook is considered **MANDATORY** and strict compliance is **REQUIRED**

## Should

The use of **should** or **should not** within this handbook is considered **ADVISORY** and compliance is **STRONGLY RECOMMENDED**

Pilots should make themselves familiar with the [Infinite Flight User Guide](#), which provides a comprehensive guide on both flying and Air Traffic Control operations within Infinite Flight.

If you have any questions then don't hesitate to ask on our Discord server, other pilots or a member of staff will be happy to help.

Welcome aboard!

- Suisse Virtual (SUIVA) Staff Team

# 1.0 Code of Conduct

## 1.1 Pilot Code of Conduct

1.1.1 Pilots are expected to act with integrity, professionalism and respect at all times and our code of conduct is in place to ensure that Suisse Virtual is a inclusive and safe environment for all.

1.1.2 Pilots are encouraged to contact a staff member should they witness or are subjected to any behavior that is not in line with our code of conduct.

1.1.3 Staff will investigate all allegations of misconduct and use appropriate sanctions or disciplinary action where required.

Pilots **must:**

1.1.4 Always be welcoming and patient with other pilots, we enjoy a diverse community of pilots of all ages, knowledge and experience.

1.1.5 Always be respectful, civil and kind to other pilots and other Infinite Flight Community members.

Pilots **must not:**

1.1.6 Post or link to anything that could be considered offensive, abusive, hateful, obscene or sexually explicit.

1.1.7 Post or link to anything containing guns, knives or any other malicious material.

1.1.8 Make any form of statement or comment designed to target, insult, harass, or discriminate against any group, person, or persuasion, in threads, profiles, or in non-consensual direct messages.

1.1.9 Post (publicly or privately) someone's private data without their consent or share any personal login information.

## 1.2 Flight Code of Conduct

1.2.1 Pilots are to lead by example and always demonstrate professionalism during flights.

1.2.2 All reports of misconduct received from other pilots, other virtual airlines or the IFVARB will be investigated by the staff team and will use sanctions or disciplinary action where required.

1.2.3 In the event of a pilot receiving a Level 3 violation then staff may suspend that pilot and conduct a check-ride before returning the pilot to active status.

1.2.4 To maintain standards and professionalism pilots who repeatedly receive violations may be removed from Suisse Virtual.

## 1.3 Discord Rules

1.2.6 All pilots are to follow the guidance and rules outlined within the **#RULES** channel on our Discord server.

## 2.0 Registration

2.0.1 On passing the theory exam and receiving an invitation to join Suisse Virtual pilots will receive a link to register on our Crew Centre which is our pilot hub where pilots can log flights, search for flights and view upcoming events.

2.0.2 Pilots will be able to choose a 3-digit callsign/pilot number which will be assigned to them for the duration of their time at Suisse Virtual. Pilots should choose a number between 100-999 and it should be entered in the format **SWISS123LX** replacing 123 with their chosen number.

2.0.3 The Crew Centre account will become active once it has been approved by a member of staff.

## 2.1 Transfer of Flight Time

2.1.0 Unfortunately we cannot transfer flight time from any previous accounts or from accounts at other virtual airlines.

## 3.0 Activity Requirements

3.0.1 Pilots are required to log at least one flight and join at least one event every 30 days.

3.0.2 Pilots who remain inactive for a period deemed unreasonable by staff, and who have not submitted a Leave of Absence request, may be removed.

## 3.1 Leave of Absence

3.1.1 At Suisse Virtual we understand that sometimes life gets in the way and other things such as studies, examination or overseas deployment take priority. Any pilot that needs to be absent for a period of 21 days or more can complete a leave of absence request via the Crew Centre and a staff member will contact you.

## 3.0 Ranks

3.0.1 On joining Suisse Virtual pilots will begin their virtual pilot career as a Pilot and can progress through to Chief Pilot. Rank progression is achieved through total logged flight time.

3.0.2 Pilot rank is shown on the Crew Centre dashboard after logging in.

3.0.3 Each rank will grant pilots access to the next aircraft in our fleet and all associated routes which pilots are free to fly at any time.

3.0.4 On progressing to a new Rank, as shown in Crew Centre, pilots **must** create a promotion request ticket via our Discord Server so that a staff member can update your role.

### 2.1 Rank Structure

2.1.1 Our current Rank structure is below:

Name	Aircraft Type	Hours Required
Rank 1 - Pilot	Swiss A319	0
Rank 2 - First Officer	Edelweiss A320 and Swiss A321	10
Rank 3 - Senior First Officer	Swiss A220	30
Rank 4 - Captain	Swiss MD11	60
Rank 5 - Senior Captain	Swiss and Edelweiss A333	100
Rank 6 - Base Captain		150
Rank 7 - Fleet Captain	Swiss B77W	200
Rank 8 - Chief Pilot	Chief Pilot Custom Route	250

### 2.2 Custom Route

2.2.1 On achieving the rank of Chief Pilot you will be able to create a custom route using any SWISS, Edelweiss or Swissair liveried aircraft. Relevant Rank restrictions will apply to other pilots based on the aircraft chosen.

2.2.2 Your custom route **must** originate from either Zurich (LSZH) or Geneva (LSGG) and must be a direct flight. Stop-over flights are not currently accepted.

2.2.3 the destination airport **must not** be outside of the chosen aircrafts maximum range of operation.

2.2.5 pilots can change their custom route every 90 days, this can be done by raising a support ticket on our Discord server.

## 2.3 Pilot Awards

2.3.1 Beyond achieving the rank of Chief Pilot, we also offer the challenge of earning pilot awards based on logged flight time.

Name	Hours Required
Pilatus	350
Eiger	500
Jungfrau	750
Mont Blanc	1000
Matterhorn	1500
Presidential	2500

## 3.0 Flights

3.0.1 Pilots **must** conduct all flights on the Infinite Flight Expert server and adhere to all the relevant server rules.

3.0.2 In the interests of realism pilots **should** familiarize themselves with aviation charts and real-life operations of our Zurich (LSZH) and Geneva (LSGG) hubs.

3.0.3 All ATC instructions **must** be followed. This may involve pilots having to deviate from their flight-plan or divert to another airport. As such, pilots are responsible for ensuring aircraft are fueled correctly to account for alternate airports.

### 3.1 Flight Rules

3.1.1 Pilots are only permitted to fly those aircraft and routes which are within their current rank. (see [Ranks in section 2.0](#)). The exception being aircraft and routes published as routes of the week or as part of official Suisse Virtual events.

3.1.2 Pilots **must** use the aircraft shown within the Crew Centre unless otherwise instructed by a member of staff. When flying a route of the week pilots should select the Swiss A319 and add the comment 'ROTW' in the PIREP comments section.

3.1.3 Flight plans **must** be realistic and not contain additional unnecessary routing for the purpose of extending flight time.

3.1.4 For a flight to be deemed complete and valid pilots **must** touchdown at the destination airport. Any flights not completed due to application crashes, server disconnects or device battery running out are not eligible for logging.

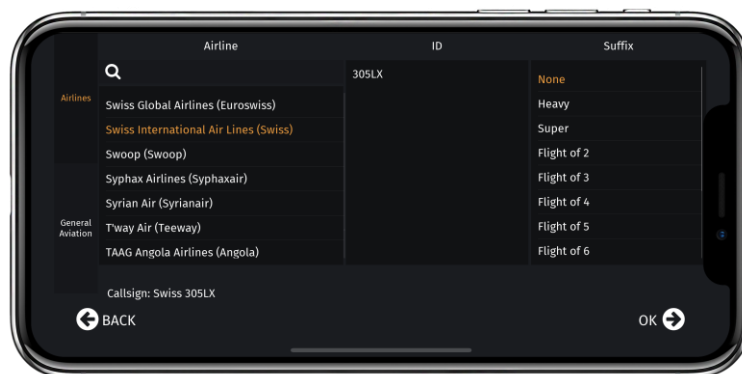
3.1.5 When completing a codeshare flight, where the pilot is a member of Suisse Virtual as well as the other virtual airline, pilots must decide which virtual airline they wish to log the flight with. Logging a flight with more than one virtual airline is not permitted.

## 3.2 Callsigns

When registering for the first time on our Crew Centre pilots will be able to choose a 3-digit pilot number.

3.2.1 This pilot number **must** be used as your callsign within Infinite Flight whenever you conduct a Suisse Virtual flight.

3.2.2 To set your callsign correctly, open Infinite Flight and click on your profile at the top right then navigate to the **CALLSIGN** option. Select the relevant route operator/airline and set your ID to your 3-digit pilot number followed with **LX** at the end as shown below.



3.2.3 Pilots **should** also set their VA/VO affiliation tag within their Infinite Flight Community profile to SUIVA as this helps identify you and also helps advertise our virtual airline.

## 3.3 Finding Flights

3.3.1 Pilots can search for flights using the route database feature in the Crew Centre. Just log in and navigate to the **ROUTE DATABASE** menu option. From there you can search based on several different variables.

### 3.4 Flight Logging (PIREPS)

3.4.1 On successful completion of a flight, pilots can log the flight by filing a Pilot Report (PIREP) via our Crew Centre. Navigate to the **FILE PIREP** menu to access the form. In the interest of maintaining standards staff members may conduct random checks and request a screenshot of the pilot's logbook.

3.4.2 the flight number **must** reflect the real-world flight number as shown in the crew centre route database and not your pilot callsign.

3.4.3 pilots **should** make a note of the fuel used from within Infinite Flight prior to ending the flight.

3.4.4 the aircraft selection will only show those aircraft which are available to your current rank. If you have completed a route of the week flight or an event, then select the Swiss A319 and add a comment in the notes section at the bottom so staff can amend it.

3.4.5 multiplier codes can only be used for featured routes, official events or as directed by a member of staff.

3.4.6 should ATC instruct you to divert to an alternate airport then enter the alternate arrival ICAO.

3.4.7 once submitted it will show as **PENDING** for a member of staff to review. Please remember that staff members are all volunteers, so whilst we aim to process PIREP submissions daily there may be a delay if staff members are busy. Pilots can check the **#CREW CENTRE FEED** channel on Discord to see the status.

### 4.0 Featured Routes (ROTW)

4.0.1 each week a selection of flights will be made available to all pilots that are based primarily in airports or regions where IFATC is likely to be active. These flights will be shared in the **#ROTW CHANNEL** on Discord

4.0.2 pilots can only fly each route once, unless it is a route available as part of your rank.

4.0.3 the multiplier code can only be used once and **must not** be used for any other flights other than those listed.

4.0.4 the new week starts at 0600Z each Monday. To cater for long haul flights pilots can depart on the Sunday before, however pilots **must** land after 0600Z on the Monday.

4.0.5 all pilots and all ranks can fly featured routes.



## 5.0 Events

5.0.1 Official Suisse Virtual events will be shared by our Events Manager or another staff member in the **#EVENTS** or **#FLASH FLIGHTS** channel on Discord and will vary between short-haul and long-haul flights. Due to time-zone differences across our pilot base we will aim to vary departure times as much as possible.

5.0.2 Pilots **should** arrive at the relevant gate at least 15 minutes before the scheduled departure time to ensure that flight plans can be entered and so that pilots can read through any event NOTAMS.

5.0.3 We ask that all pilots register their attendance as per the event instructions so that staff members can tag/add the correct pilots to event chats and note those pilots in attendance.

## 6.0 Group Flights

6.0.1 Flying together adds to the fun and is a great way to interact with other pilots. We encourage pilots of all ranks to utilise the **#GROUP-FLIGHTS** channel on our Discord Server

6.1.1 Pilots should aim to give as much notice as possible, however there is no minimum or maximum time restraint.

6.1.2 Rank restrictions apply to group flights unless the group flight is for a featured route or is otherwise approved by a staff member.

6.1.2 Pilots **must** use ZULU (also known as UTC or 'Military') whenever posting departure times to ensure there is no confusion across different time-zones.