

Thomson Virtual



Thomson

World of TUI

Airline Terms & Conditions

© Edition Two

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Thomson Virtual Difficulty Indication

This document has been classed as:

Level 1 – Beginner

1 = Beginner, 2= Novice, 3 = Skilled, 4 = Advanced, 5 = Expert

1 Introduction

Welcome to the Thomson Virtual. As part of the agreement when you signed up to Thomson Virtual the following terms and conditions must be adhered to at all time when flying with Thomson. If any of these terms and conditions are broken, then this will result in your account begin closed.

2 Membership Policy

- 2.1 Thomson Virtual reserves the right to cancel your pilot's membership if deemed necessary without prior notice but providing an explanation.
- 2.2 Thomson Virtual reserves the right to make random checks on your Vatsim account for the purpose of validating online flights where deemed necessary.
- 2.3 When joining Thomson Virtual pilots may credit initial hours to their logbooks that have been gained from:
 - i) Vatsim flying hours under a Thomson "Thomson" callsign.
 - ii) Vatsim hours under any of the Tui airlines'
 - iii) Hours gained from another virtual airline (proof to be sent to the HR Department using the Contact Us page.).
- 2.4 Transfer hours can only be added to your account on your initial application. It is not possible to update them at a later stage in your career.
- 2.5 You may fly on or offline at Thomson Virtual however online flying is preferred.
- 2.6 You may terminate your membership of Thomson Virtual at any time by providing a written (email) notice of termination to the management. Termination of your membership will mean that your account is no longer accessible. Your flight data will be retained by Thomson Virtual.
- 2.7 If after terminating your membership you wish to re-join, then you can write to the management team making this request. Re-opening of terminated accounts is strictly at the managements discretion.
- 2.8 Any management member who resigns or has their position terminated will be subject to both their management and flying accounts being closed. A new flying account will then need to be applied for.
- 2.9 You must be aged at or above 13 to join TV. Pilots not adhering to this rule may have their accounts terminated without prior notice.

3 Flight Policy

More details of the flight policy can be found in the Operations Manual downloadable from the downloads section. These are the main terms and conditions.

- 3.1 You must file your first flight within your first 7 days of membership or your account will be terminated.
- 3.2 You must file all subsequent flights within 90 days - that is - at least one approved flight must be received per each 28 day period of your membership or your account will be terminated without notice unless you are on leave.
- 3.3 You can only credit hours to your logbook gained flying approved company flights using approved callsign's.
- 3.4 The approved callsign's to be used on both Blue Sky and when flying for this virtual airline, and crediting your logbook accordingly, are published in the Operations Manual.
- 3.5 Pilots may only credit hours to their logbooks that have been gained on an aircraft that is part of either the Thomson or Tui fleets unless:
 - i) Special permission have been received from Flight Operations.
 - ii) Grandfather rights exist for the aircraft. These will be granted for example when a purchased add-on aircraft is no longer part of the fleet.
 - iii) Its part of a tour flight where in the briefing it will give you information on what can be used.
- 3.6 The only way to add hours to your logbook is by our approved flight recording software. A manual way to enter your flight reports is available on request and in special circumstances on request.
- 3.7 You may not go on leave until at least one flight has been successfully filed.
- 3.8 It is not allowed to make extended flights where you are not at the controls of the aircraft. This really means overnight flights, where the pilot is sleeping but still gaining hours and seniority. Breaks from the controls on long flights are acceptable. The maximum time allowed away from the controls of the aircraft is 30 minutes. Pilots found to be flying for extended periods whilst not at the controls will be referred to HR.

4 Communications and Privacy Policy

- 4.1 We reserve the right to use your personal registered email address to send you communications in regard to any aspect of your membership
- 4.2 Your email address will not be used as part of any sales, marketing or promotional offer not connected to Thomson Virtual and will not be distributed to any third party.
- 4.3 You must provide a valid and working email address when joining. You must ensure that this email address is kept up to date.
- 4.4 Thomson Virtual publish the results from all examinations that were passed in the reports section of the website. Your exam results for your entrance exam or any subsequent training examinations are available for other staff or pilots to see
- 4.5 If you need to communicate with the staff team you must use the correct channels. Knowing members of the staff team in other departments is not a "shortcut" to getting things done. The staff will always ask you to contact the proper department.
- 4.6 Any content created by 3rd parties or staff for this site will transfer to the domains intellectual property once uploaded to the servers and made live for download/circulation regardless of the creators claims.

5 Code of Conduct Policy

- 5.1 No use of foul or unsuitable language will be tolerated by ANY member of TV in any of our communications, forums or any other form of communication between members.
- 5.2 We reserve the right to use disciplinary procedures against members which may result in the suspension or termination of their account.
- 5.3 Under no circumstances will insults, personal abuse or threats to other members be tolerated anywhere and throughout Thomson Virtual.
- 5.4 Pornography, vulgarity and obscene behaviour is not tolerated anywhere and throughout Thomson Virtual.
- 5.5 Violation of these terms and conditions may result in suspension of your account and/or expulsion from Thomson Virtual.
- 5.6 The Thomson Virtual forums are not for advertising other virtual airlines by means of banners and/or other advertising text or material. Any member found doing this will be referred for disciplinary procedures.
- 5.7 Every pilot and staff member at Thomson Virtual has the right to be treated with respect and in a polite manner. Any correspondence with staff or other pilots which is deemed to be insulting, rude or generally not polite behaviour will result in the persons being referred to Human Resources. The outcome of this is likely to be the suspension or closing of the accounts in question.
- 5.8 The forums are a place for friendly discussion, debate and making new friends. They are not the place for arguments of any sort. Any persons found to be engaging in arguments on the forum will be referred to Human Resources. The outcome of this is likely to be the suspension or closing of the accounts in question.

6 Disciplinary Proceedings Policy

- 6.1 Thomson Virtual operate a strictly adhered to policy for conducting our disciplinary proceedings. If the human resources department deem this is required, then they will write to you (via email) explaining the wrong doing. We operate a strict two strikes policy.
- 6.2 In the event of HR deeming your actions as misconduct you will be sent a formal warning to your registered email address.
- 6.3 In the event of a formal warning being issued you will be suspended from flying duties and from accessing the forum for 7 days. Note that this is the standard suspension and HR may, when deemed required, choose to increase the suspension time at their discretion.
- 6.4 In the event of a second incident considered by the HR to be misconduct you will be given a written notice of dismissal from Thomson Virtual. Your account will be closed immediately and under no circumstances will you be able to rejoin Thomson Virtual.
- 6.5 The HR director, General Manager and CEO may when deemed required, or when acting upon a complaint from another member of staff or pilot, dismiss a pilot immediately if the misconduct is considered to warrant it without issuing the initial formal warning.
- 6.6 You have the right to appeal any judgment made by and this will be considered by the HR director and General manager. Note that Thomson Virtual are the final authority in determining your actions as misconduct and no discussion will be entered into after our final consideration has been made.
 - You may appeal formal warnings and if that appeal is successful the warning will be retracted.
 - You may appeal dismissal and if that appeal is successful then your account will be reinstated.
- 6.7 In all cases, details of formal warnings and dismissals will be kept indefinitely on your personal file.

7 Forum and Teamspeak Policy

- 7.1 Forum signature images, including two or more images presented together to look like one image, or text and/or images presented as a unit forming part of a signature, should be limited to a maximum size of Width 500 pixels and Height 100 pixels. This is the total size for any images that are displayed together. The total box containing any such images and/or text should not exceed the sizes laid out above. Any signature images larger than this size will be removed. This is to make the forum readable and so that people don't have to scroll up and down massive images to read forum posts.
- 7.2 Teamspeak user names must be set to "Forename Surname TOMnnnn" where nnnn is your TOM number e.g. Joe Bloggs TOM0234.
- 7.3 It is not permitted to log into the teamspeak server with your name set incorrectly or using someone else's identification.

8 Other Terms and Conditions

- 8.1 Thomson Virtual reserves the right to change these terms and conditions at any time without providing prior notice. However we will inform all users typically via a NOTAM or on our forum when these terms and conditions change. You may leave the virtual airline at anytime including if you are not happy with a change to the T's & C's.
- 8.2 All Thomson liveries are for Thomson Virtual members only and can not be published on any other website for other people's use. If found doing this your account will automatically be closed.