



# TylAir Aviation Ltd.

## Student/Renter Policy & Procedures

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## INTRODUCTION

Welcome to TylAir Aviation.

This manual outlines the broad limits and conditions that TylAir Aviation imposes on flights within the various training programs offered. In case of a discrepancy between these limits and CARs, the more stringent policy takes place.

Where TylAir Aviation has no formal policy in place:

- Take necessary appropriate action required and contact TylAir Aviation as required.
- Remember, when in doubt, common sense prevails. TylAir Aviation maintains an open door policy. If there are any questions please do not hesitate to ask!

## STUDENT ADMISSIONS POLICY

- Prior to admission to any course, all applicants who are minors must get consent of their parent/guardian by means of their co-signing their application and rental agreement forms.
- Prior to admission to the Recreational Pilot Permit (RPP) course, all applicants must show proof of:
  - Having reached the age of sixteen years
  - A valid medical certificate – Category 4 or higher will need to be obtained
- Prior to admission to the Private Pilot License (PPL) course, all applicants must show proof of:
  - Having reached the age of seventeen years
  - A valid medical certificate – Category 3 or higher will need to be obtained
- Prior to admission to the Commercial Pilot License (CPL), all applicants must show proof of:
  - Having reached the age of seventeen years
  - A valid Canadian Private Pilot Licence (PPL) – Aeroplanes
  - A valid medical certificate – Category 1 will need to be obtained
- Prior to admission to any course to obtain a rating over an existing license, all applicants must show proof of:
  - Possessing a valid medical certificate – Category 3 (or as applicable)
  - A valid Canadian Pilot License or Permit – Aeroplane (as applicable)
- All of the above requires Chief Flight Instructor's approval and the admission age can be waived under the discretion of the Chief Flight Instructor, provided that the applicant and their parent/guardian understand that they will need to wait until they attain the minimum age as required by Transport Canada before they can obtain and act under the privileges of their respective permit/license.
- **Prior learning assessments / Credit Transfer**

A student may transfer into a program from a different school at any time, subject to meeting the admission requirements. He/she must have possession of the completed and signed Pilot Training Record (PTR) in order for the Chief Flight Instructor to perform an assessment/remedial flights to determine if or where the student is able to resume training in a program.

## Aviation Medical

A Category 4 medical can be obtained via a medical declaration with a family doctor or a General Practitioner at a walk-in clinic. **Applicants over 40 years of age also require an ECG at the first medical examination.** The declaration is done on Form 26-0297 (0712-06) and is available with us or from the Transport Canada website. Once the form is filled out completely and signed by the doctor, it is sent off to Transport Canada at the following address:

Civil Aviation Medicine  
Transport Canada  
600-800 Burrard St., Room 620  
Vancouver, BC - V6Z 2J8

A Category 3 or 1 medical can be obtained or renewed only with an Aviation Doctor. The following Doctors are available locally to perform the medical examination:

Name	City	Contact
Rollheiser, SP	Kamloops	(778) 471-1087
Marino, M	Kamloops	(250) 572-2136
Del Begio, GR	Kamloops	(250) 314-5314
Schumacher, G	Kamloops	(250) 314-5321
Welder, C	Salmon Arm	(250) 832-6092
Lemiski, W	Vernon	(250) 545-1329
Morris, D	Vernon	(250) 545-9840

## PAYMENT POLICY

TylAir Aviation payment policies apply to all students, renters and other customers who utilize TylAir Aviation services for aviation training or pleasure. Any exceptions require a prior approval of the Accountable Executive.

### Payment for Flights

All flights are charged to customers according to the current published rates on the TylAir Aviation website. TylAir Aviation reserves the right to apply other fees and charges as required.

Students/Renters can pay after the completion of their flights, but, are required to have a valid credit card available on file. The credit card on file may be used to pay for the flight in case of a missed payment or in the case of a flight after hours. Permission of the student/renter will be taken before processing such a payment.

### Forms of Payment

TylAir Aviation accepts the following forms of payment:

- Debit / Cash
- VISA, MasterCard
- Interac e-transfer
- Cheques – with prior approval. (A \$50 fee will be charged for any dishonoured cheques)
- Direct Deposit (wire transfer) into TylAir Aviation's bank account
- TylAir Aviation Gift Certificates
- Student loans that are issued to the student can be used towards flight training. These funds will be available to the student when the money is received by TylAir Aviation.

### Cancellation and No-Show Fee

- Flights can be cancelled up to 12 hours before the beginning of the booking. Flights cancelled less than 12 hours before the start of the booking will be subject to a late-cancellation fee.
- Students who make a booking but do not show up will be subject to a no-show fee.
- Cancellation and no-show fees will not be applied in case of a reasonable cancellation (i.e. weather). Weather-related cancellation of dual flights must be discussed with the instructor.
- TylAir Aviation reserves the right to make exceptions for applying and waiving cancellation and no-show fees.
- **Cancellation and no-show fees are \$50**

### Refund/Return Policy

In case the student/renter has funds on account and wishes to receive a refund, written notice must be provided by:

- A student to TylAir Aviation when the student withdraws (refer to page 8 of this document)
- TylAir Aviation to the student when the student is dismissed (refer to page 8 of this document)

Please refer to the Part 6 of student enrolment contract for refund policy. Gift certificates and airplane block times are non-refundable in cash.

## CONDUCT OF FLIGHT TRAINING

All flight instruction shall be conducted in accordance with:

- Canadian Aviation Regulations and Standards
- Transport Canada Flight Training Manual
- Transport Canada Flight Instructor Guide
- TylAir Aviation Training Syllabus

This shall be done with reference to:

- Aeronautical Information Manual
- Transport Canada Human Factors Training Manuals
- Canada Flight Supplement
- Canada Air Pilot

**The syllabus for flight training and other resources can be found on our website – [www.tylair.com](http://www.tylair.com) -  
-> Student Resources**

### Aeroplane Manuals and Publications

TylAir Aviation aeroplanes shall be operated at all times in accordance with the limitations and conditions as contained in the approved Aeroplane Flight Manual or Pilot Operating Handbook, a copy of which will be available in each aeroplane.

Be sure that you have the study and reference as well as flight test guides that apply to the license or permit that you are pursuing. These are available online on Transport Canada's website or you can obtain them from your instructor or dispatch or via the student resources page on the TylAir Aviation website.

### Course Syllabus

For the latest breakdowns and program overviews please refer to the TylAir Aviation training manual or Program Package, as applicable.

### Flying Schedule

- Students are able to book lessons online via the TylAir Aviation website.
- Students without internet access are able to make a booking in person or over the phone.
- Sessions are booked for two hours in length. Additional booking policies and guidelines are available to view on the online booking system.
- Students are expected to arrive early to prepare for their bookings.

### Attendance Policy

In order to minimize inconvenience to staff and other students, the following policy has been established:

- Students can cancel a flight without a valid operational reason online or by phone with more than 12 hours' advance notice
- Any student who fails to show up for a flight or does not cancel with 12 hours' notice will be charged a \$50 no-show fee

Students are requested to be on time for their bookings and to be ready for their flight and the briefing with the instructor. All flights and ground briefings will be recorded on the Daily Flight Sheet as Attendance.

Students attending TylAir Aviation ground school are required to attend class during the times of designated instruction. Attendance will be maintained electronically for each student. If any classes are



missed during the student's first attempt, they will be required to return to complete the missed classes during the next scheduled ground school course.

## Withdrawal Policy

A student can withdraw from the program at any time by providing a written notice to the student coordinator stating the effective date; following is the process:

- The refund policy stated in the student enrollment contract will be followed and the final calculation will be provided to the student in writing.
- If school has to refund any fees to the student, it will be done within 30 days of the effective date of withdrawal.
- If student owes the school any fees, he/she will be provided with the invoice which would be payable within 30 days of the invoice date.
- In case of international students, IRCC (CIC) will be informed of student's withdrawal as required by regulations.

## Disciplinary Action / Dismissal Policy

A student's training will be suspended and disciplinary action taken for reasons such as:

- Violation of the Canadian Aviation Regulations or policies described within this manual
- Willful negligence
- Consistent record of unsafe decision making or airmanship affecting the safety of students or others
- Physical abuse, verbal abuse or harassment
- In the case of International students, violation of the rules of IRCC (CIC) as stated on their study permit.

A student can also be dismissed from the program on the above mentioned reasons.

The student coordinator, the CFI and the President will assess the situation and decide whether the student should be suspended or dismissed from the program. If the student is to be dismissed from the program; following is the process:

- Student will be dismissed if he/she has already been suspended once.
- A written notice of dismissal with the effective date will be provided to the student mentioning the reason of dismissal.
- The refund policy stated in the student enrollment contract will be followed and the final calculation will be provided to the student in writing.
- If school has to refund any fees to the student, it will be done within 30 days of the effective date of dismissal.
- If student owes the school any fees, he/she will be provided with the invoice which would be payable within 30 days of the invoice date.
- In case of international students, IRCC (CIC) will be informed of student's withdrawal as required by regulations.

## Dispute Resolution

Please see the student enrollment contract for the dispute resolution policy.

## FLIGHT OPERATIONS PROCEDURES

### Aeroplane Inspection

The pilot-in-command (PIC) shall be responsible for the completion of an aeroplane inspection prior to each flight. This inspection will be conducted in accordance with the aircraft flight manual or Pilots Operating Handbook.

### Apron Procedures

- In the interest of safety, electronic devices including cellular phones shall not be used at any time on the apron.
- Pilots are responsible for their guests on the apron at all times. Guests are not permitted to wander without an escort.
- Smoking or vaping is not permitted on the airside/apron at any time.
- Smoking or any other sources of an open flame are not permitted within 5 metres of the TylAir Aviation fuel storage tank on the apron.
- Students and pilots are reminded to be cautious of the hazard of a spinning aircraft propeller when the engine is running.
- In the interest of safety, students and pilots are strongly recommended that they do not approach an aircraft that has the beacon or strobe lights flashing or if the engine is running.
- Pilots shall follow aircraft starting procedures as given in the aircraft checklist and ensure the beacon or strobe lights are turned on prior to starting the engine so as to provide a warning that the engine is about to be started. The pilot shall also announce “Propeller area clear” prior to engine start as an auditory warning.

### Equipment for Pilots

The following equipment is required to be carried by pilots operating TylAir Aviation aircraft:

### Visual Flight Rules (VFR)

- Pilot license, medical certificate, radio operator’s certificate
- Current VFR charts as required for proposed flight
- Canada Flight supplement
- All aircraft documents
- Flight Computer
- Navigation Log (for cross country flights)
- Flight Plan
- Additional items recommended for longer trips, such as the 300 NM trip for the CPL:
  - Survival Kit
  - Credit Card for fuel stops
  - Cell Phone

### Instrument Flight Rules (IFR)

All VFR requirements plus:

- Appropriate IFR charts, as applicable;
- Navigation Log;
- Flashlight (for night); spare batteries.

## Minimum Altitudes

All flights will be conducted at a safe altitude with respect to weather, pilot experience and obstacles. Under no circumstances will flights be conducted lower than CAR minimum (602.12, 602.14, 602.15) taking into account the cruising altitudes for the appropriate direction of flight.

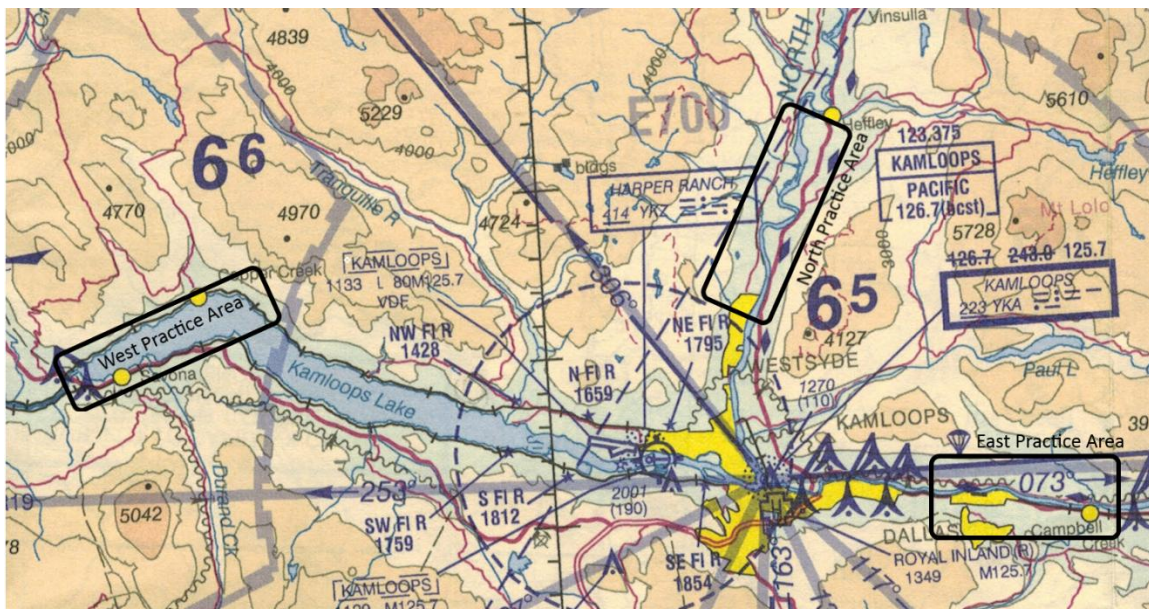
The minimum altitude for local cross country training flights shall be 1500 feet AGL. Local cross country flights are defined as flights within 150 NM of the departure aerodrome that do not enter designated mountain terrain or enter into the United States.

## Minimum Altitudes and Obstacle Clearance

Designated Practice Areas to be used are outlined as follows. Unless otherwise authorized for Cross-Country practice is a student to be conducting solo training outside of these areas:

All training flights shall be conducted at the discretion of the Chief Flight Instructor and his/her delegate of instructors. Under no circumstances, for solo flight to a local practice area, shall the ceiling be lower than 2500' AGL and 5 SM of visibility.

Practice Area	Location	Max Altitude	Remarks
North Practice Area	Heffley Creek	6000 feet ASL	High Terrain
West Practice Area	Savona	6000 feet ASL	High Terrain, but wide valley
East Practice Area	Campbell Cr.	6000 feet ASL	High Terrain Caution VFR routing
Pilots are reminded to be aware of the presence of IFR approaches to Runways 09 and 27 from the East and West into Kamloops Airport.			



## Use of Practice Areas

- Steep Turns, Slow flight, Stalls, Spirals, Spins, Precautionary and Forced Landings can be performed in all of these practice areas.
- Student solo practice must remain above the middle of each of these designated valleys.
- Students are not permitted to leave the designated practice area for any reason without prior permission from a flight instructor.

## Manoeuvres

- TylAir Aviation aircraft shall be flown as per the guidelines of the aircraft manual of the respective aircraft.
- All manoeuvres shall be conducted at altitudes that will permit safe recovery at or above 2000 feet AGL or higher if so recommended by the manufacturer.
- The manoeuvres that can be performed shall be based on the limitations as approved by the aircraft manufacturer and the entry and recovery of such manoeuvres performed as recommended in the aircraft manual.
- No aerobatic/acrobatic manoeuvres, including spins and spiral dives shall be performed by Student Pilots when on solo flights.
- Spins and spiral dives will be conducted while under dual instruction with a TylAir Aviation Flight Instructor and will be closely supervised in order to not exceed any aircraft limitations.
- Spins may be approved for solo practice by licensed pilots on approval from the CFI or delegate once the requisite dual instruction has been received.
- Without any exception, spiral dive entry and recovery practice shall not be performed unless under dual instruction with a TylAir Aviation Flight Instructor on board.

## Collision Avoidance

- The collision avoidance procedures and aircraft right of way rules described in the CARs shall be adhered to at all times.
- All anti-collision lights on all aeroplanes should be operated at all times in accordance with the Aircraft Flight Manual.
- Strobe lights (if available) should also be turned off when flying through cloud or overcast; the flashing light reflected from water droplets, particularly at night, can produce vertigo and loss of orientation.

## Unscheduled or Forced Landings

- In the event of an unscheduled or forced landing away from the home base, the pilot shall immediately contact TylAir Aviation at the office number – 250-554-3333
- Emergency contact information for TylAir Aviation staff can be found in the aircraft documents binder.
- In addition to this, the pilot shall notify any Air Traffic Services unit, peace officer, Canadian Armed Forces member or other responsible person immediately.
- The aircraft is not to be operated again until approved by the CFI and the PRM.

## Talking to Media

- In case of any unscheduled or forced landings away from CYKA, the pilot/renter is not to interact with the media and will discuss with TylAir Aviation dispatch and management first.
- A joint statement will then be released to the media, as required.

## Cross Country (150 NM Trip)

The required cross country as specified by transport Canada for the PPL must consist of a flight not less than 150 nm and shall include two full stop landings at points other than the point of departure.

TylAir Aviation's approved routing is as follows:

1. Kamloops – Merritt – Penticton
  - a. Leg 1: CYKA – CAD5
  - b. Leg 2: CAD5 – CYYF
  - c. Leg 3: CYYF – CYKA
2. Kamloops – Cache Creek – South Cariboo (108 Mile House)
  - a. Leg 1: CYKA – CAZ5
  - b. Leg 2: CAZ5 – CZML
  - c. Leg 3: CZML – CYKA
3. Kamloops – Salmon Arm – Vernon
  - a. Leg 1: CYKA – CSQ2 (overfly) – CZAM
  - b. Leg 2: CZAM – CYVK
  - c. Leg 3: CYVK – CZAM (overfly) – CSQ2 (overfly) – CYKA

CYKA – Kamloops

CAD5 – Merritt

CYYF – Penticton

CZML – South Cariboo / 108 Mile House

CAZ5 – Cache Creek

CSQ2 – Shuswap (Skwlax Field) Aerodrome

CZAM – Salmon Arm

CYVK – Vernon

Weather minimum for the above cross country shall be as follows (unless authorized by the Chief Flight Instructor):

- Ceiling – 3000 feet AGL
- Visibility – 10 SM

## Cross Country En-route Procedures

Pilots operating TylAir Aviation aircraft on cross country flights to other airports are required to inform TylAir Aviation dispatch upon their arrival to the airport.

Pilots can call TylAir Aviation at 250-554-3333 and let dispatch staff know:

- Of safe arrival;
- Estimated time of departure;
- Estimated time of arrival at next waypoint.

## Flight into the United States, Including Training Flights in US Airspace

All flight into the United States shall follow all required customs and immigration requirements. Any pilots wishing to fly TylAir Aviation aircraft into the US must have completed a US check ride with a TylAir Aviation instructor. The renter/student shall be responsible for purchasing aircraft decal stickers for entry into the United States.

Training flights conducted in the US must abide by the FAA NOTAM which states that:

- All aircraft must be on an active flight plan;
- All aircraft are equipped with an operational Mode C or S transponder and continuously squawk an ATC issued code;
- All aircraft are in two way communication with ATC;
- All customs and immigration requirements are complied with.

Single engine training flights into US airspace that are not for the intention of Cross Country to reach a destination on Vancouver Island or the United States are not permitted without the authorization of the CFI or President. All flights into the US airspace are at the discretion of the President.

## Reporting of Defects and Unserviceability

All suspected defects and unserviceability shall be reported immediately to the supervising instructor. If required, the defect or unserviceability will be added to the journey log and reported as required by the Maintenance control Manual (MCM).

If the defect occurs while away from TylAir Aviation the PIC shall:

- Call flight dispatch as soon as possible at 250-554-3333;
- If necessary leave a voice message on the answering machine and be sure to leave the phone number at which you can be reached;
- Await further instructions. Do not continue the flight until you have been assured that your flight authorization is still valid.

Under all circumstances, the procedures set out in the TylAir Aviation maintenance control manual will be followed.

## Post Flight Duties (PIC), including securing of Aircraft

On termination of the flight the PIC shall ensure that:

1. Precautions are taken to protect the aircraft from damage during the ground stopover.
2. The aircraft is tied down, control lock installed, and chocks/covers used as applicable. This should be done after every flight, even if there is a booking due to begin after your flight. If the aircraft is parked on a sloped surface, wheel chocks are to be set and the fuel selector placed in either the left or right position while the aircraft is parked.
3. The aircraft is fueled for the next flight, if required. Inform TylAir Aviation staff and they will fuel up the aircraft for you.
4. All passengers are assisted during deplaning and accompanied off the maneuvering area.
5. All necessary paperwork is completed and retained or submitted as needed.
6. **When landing away from base, communication with TylAir Aviation dispatch is to be established within 15 minutes after the ETA provided, to notify them of your safe arrival and that the outbound flight plan is closed.**
7. **Next flight plan is opened before departure, as applicable.**

## Transfer of Control

During training and flight with multi-crew (includes student and instructor), transfer of control will be accomplished using the following methods:

[Pilot flying (PF), Pilot Not Flying (PNF)]

1. The PF is passing control to the PNF:
  - a. PF passing control calls “you have control.” And does not release controls until PNF assumes control;
  - b. PNF taking control calls “I have control”;
2. The PNF is initiating the take-over for control from the PF:
  - a. Pilot assuming control calls “I have control”;
  - b. Pilot relinquishing control calls “You have control.”

## Hand Propping

No TylAir Aviation aircraft is permitted to be started by hand by any student or renter. If the aeroplane will not start on its own, contact TylAir Aviation at 250-554-3333 or the emergency contact information available in the aircraft documents binder. NO EXCEPTIONS.

## Flight Following

TylAir Aviation is committed to providing a system of flight dispatch and communication to enable the control and supervision of flights.

While TylAir Aviation records all information pertaining to routing and duration of flight, this information is not to be considered a replacement for a flight plan. All flights as outlined by CARS 602.73 are required to be on an operational flight plan with FIC.

## Cold Weather Options: Minimum Temperatures for Flight Training Operations

The following are TylAir Aviation regulations for flight operations during cold weather. Operating temperatures referred to below are ambient temperatures.

- Temperature –10° Celsius or colder – all power off exercises cancelled. All flights shall be at the sole discretion of the CFI.
- Temperature –20° or colder – all flying cancelled.

Be aware of faster engine cooling times during operations in cold weather. Descents should be made with power applied to reduce engine cooling and reduce time that the engine is left operating at idle thrust. An engine clearing should be completed every 500’ during forced landing practice exercise in cold weather. Remember to apply temperature correction to minimum en-route altitudes, and approach minimums, for temperature below standard.

## Dress Code

For all training flights, TylAir Aviation requires all aircrew and passengers wear or carry aboard appropriate clothing in accordance with CAR 602.61.

## Surface Contamination

The CARs prohibit takeoff with frost, ice or snow is adhering to a critical surface of the aircraft. This is referred to as the “clean aircraft concept”. Critical surfaces are made up of any lifting or stabilizing surface such as wings, control surfaces, propellers, horizontal and vertical stabilizers, or top of fuselages in rear mounted engine aircraft.

Where weather conditions that include frost, ice or snow exist, the aircraft shall be inspected to determine whether any frost, ice or snow is adhering to the critical surfaces of the aircraft. The pilot in command will ensure that, prior to take off there is no frost, ice or snow adhering to any critical surface of the aircraft.

Consult dispatch or your instructor before beginning any contamination removal process.

When and frost, ice or snow is found to be adhering to any lifting or control surface, said contaminant will be removed completely before any flight is attempted.

When away from Kamloops, it is the pilot’s responsibility to ensure that the aircraft has been completely cleaned of any contaminant prior to attempting any flight. If the pilot has any concerns about the particular situation they find themselves in, they are to call dispatch for assistance.

For more detailed information refer to AIM AIR 2-12.2

## Icing Conditions – In Flight

If the aircraft is not certified for flight into known icing, extreme care must be exercised in order to avoid such areas. In flight icing can cause loss of performance such as:

Loss of lift, increase in stalling speed, loss of stall warning protection, propeller ice causing loss of thrust and vibration, ice on windshield reducing visibility and carburetor icing (see AIM – AIR2.3)

## Night Flying

### Night Solo Flights:

Night solo flights will normally be restricted to one flight of a maximum of 2.5 hours.

### Supervision for Night Flights:

All solo night flights flown towards obtaining a night rating must be supervised and signed out by an instructor. All night flights except circuits at Kamloops (where the FSS is operating for the duration of the flight) must be on a flight plan, dual or solo.



## OPERATING REQUIREMENTS, POLICIES AND LIMITATIONS, WEATHER CONSIDERATIONS AND MINIMA

### Obtaining Weather Information

Aviation weather briefings are available from Nav Canada briefing facilities:

Telephone: 1-888-992-7433 (1-866-WX-BRIEF)

Web: <http://www.flightplanning.navcanada.ca>

Other telephone numbers, levels and hours of service for weather briefings and flight planning are listed in Canada Flight Supplement.

### Weather Minimums

- Aircraft must be operated with visual reference to the ground unless authorized for IFR or VFR OTT.
- The following sections outline TylAir Aviation's policies and regulations with regard to weather as minimums.
- All weather minima may be varied on a case-by-case basis by the CFI, as long as appropriate CARs minima are not violated.

### DAY VFR

- **Dual Day VFR Minima:**  
Flights are at the discretion of the instructor or supervising instructor. In no case shall it be less than the minima stated in CAR 602.114 through 602.117.
- **Solo Day VFR Minima**  
At the discretion of the supervising instructor but in no case lower than 1500' ceilings and 10 SM visibility. Special VFR is not permitted for training flights to local practice areas.
- **Recommended Weather Minima for Solo Day VFR Flying as per training phase**

These minimums apply to day training. The CFI may vary individual limits based on student experience. Ceiling is in feet AGL and visibility is in statute miles.

Student Stage	Solo Circuits (Ceiling/Visibility)	Solo Practice Area (Ceiling/Visibility)	Solo Cross Country (Ceiling/Visibility)
<b>Training towards RPP/PPL</b>	1500' AGL/10 SM	3000' AGL/20 SM	3000' AGL/20 SM
<b>Training towards CPL</b>	1500' AGL/10 SM	2500' AGL/15 SM	2500' AGL/15 SM

Note: a cloud layer is considered to be a ceiling when reported to be 5/8 of the sky or greater – BKN/OVC

In addition, for day, there should be:

- No moderate/heavy precipitation
- No CBs or developing thunderstorms
- TAF/GFA indicating that the weather is stable or improving
- A maximum cross wind component of 10 knots and a maximum wind speed of 20 knots for solo flights for Student Pilots.

## Night VFR

### Dual or Solo Night Requirements

	<b>Ceiling (feet AGL)</b>	<b>Visibility (SM)</b>	<b>Temp – Dew point spread</b>
<b>Circuits</b>	2000'	10	Min 2°C
<b>Local VFR</b>	3000'	10	Min 3°C
<b>Local X-Country</b>	4000'	15	Min 4°C

In addition, for night, there should be:

- No cloud lower than 1000' above the maximum anticipated altitude;
- No precipitation;
- No CB or TCU forecast;
- A maximum surface wind speed of 15 knots for solo flights;
- TAFs indicated that the weather is stable or improving.

**\*\*Weather minimum may be superseded with permission of the CFI\*\***

Due to the often rapidly changing weather and localized phenomena, these requirements may be varied by the CFI at his/her discretion.

## IFR Flight Training Minima

Prior to departure, the pilot in command shall ensure that the current and forecast weather for the duration of the flight meets the weather minima as specified in the Canada Air Pilot or as mentioned below, whichever is greater.

<b>Aircraft</b>	<b>Local IFR Training (Ceiling/Visibility)</b>	<b>IFR Cross Country (Ceiling/Visibility)</b>
<b>Single Engine</b>	1000' AGL/3 SM	1500' AGL/5 SM
<b>Multi Engine</b>	1000' AGL/3 SM	1000' AGL/3 SM

Keep in mind that this is a minimum and factors such as the stage of training of the individual involved may require weather better than our training minima.

No aircraft will be dispatched into known icing unless the aircraft is so certified and equipped in accordance with the CARS and aircraft flight manual.

## Solo IFR Training Flights

Solo IFR training flights will not be permitted. All Solo IFR practice shall be performed on the Flight Simulator.

## Overnight Flights/All Day Trips

TylAir Aviation renters are permitted to use the aircraft for an extended period of time and overnight with permission. Pilots must provide a request minimum of two (2) days prior to departure, an approval from TylAir Aviation's CFI or delegate.

## Mountain Flying

Any flight conducted in designated mountainous terrain is subject to other criteria at the discretion of the Operations Manager. Due to variability involved with such flying they shall be on a case by case basis. Students will need to complete a TylAir Aviation mountain check ride before flying to these areas.

All flights in the mountains must be out of the mountains within a minimum one hour before sunset.

## Gross Weight Checkout

Students wishing to fly TylAir Aviation aircraft with 3 additional passengers are required to complete a flight check with an instructor. Students will be able to safely understand how the aircraft handles at gross weight and with an aft center of gravity within limits. The checkout may be waived at the discretion of the CFI or delegate.

## Special VFR and VFR OTT

Where authorized by ATC, dual flights only may be conducted under special VFR in extenuating circumstances. No student shall plan to go fly when conditions are forecast to be below VFR.

Prior to conducting such flights, pilots will review the specified weather conditions and company procedures with the CFI or Operations Manager.

All TylAir Aviation VFR OTT flights will be conducted in accordance with CAR 602.116.

## Maximum Cross-Wind for Conducting a Take-Off and Landing

The maximum cross wind component for flight training shall be the values established in the aircraft POH, or as restricted by the supervising instructor.

## OPERATIONS IN ADVERSE WEATHER

Flight operations will not be conducted into known hazardous conditions, including thunderstorms, wind shear, icing (unless aircraft is certified), severe turbulence, etc.

## Thunderstorms

Pilots should avoid thunderstorms by observing the following precautions:

Landings and takeoffs will not be attempted when a thunderstorm is approaching.

Flight under a thunderstorm is not to be attempted, even if you can see through to the other side. Turbulence under the storm could be disastrous. Avoid any area where thunderstorms are covering more than 5/8ths of the sky.

Avoid any thunderstorms classed as severe by at least 20nm, including the anvil of large cumulonimbus clouds.

Refer to AIM AIR 2.7 for additional information.

## OPERATING REQUIREMENTS: POLICIES AND LIMITATIONS

### Fuel and Oil Procedures

The pilot in command will visually ensure there is sufficient fuel and oil on board. Do not rely on aircraft gauges!!!

Prior to departure, the pilot in command shall ensure that the fuel on board the aircraft meets the Fuel Requirements as specified under CAR 602.88 or the reserves as mentioned below, whichever is greater.

	<b>VFR</b>	<b>Night VFR &amp; VFR- OTT</b>	<b>IFR</b>
<b>Circuits / Local Training</b>	30 mins	45 mins	1 hour
<b>Short X-Country (under 300 NM)</b>	30 mins	45 mins	1 hour
<b>Long X-Country (over 300 NM)</b>	45 mins	1 hour	1 hour

No TylAir Aviation aircraft is permitted to depart with a level of oil below which is stated in the POH as minimum for safe operation. There are no exceptions to this policy. Oil is available from dispatch.

If the aircraft has just returned from flight all the oil may not have drained into the sump. Take that into consideration when checking the level of oil.

Fuel at the home base (Kamloops) is serviced from the TylAir Aviation fuel tank and is only to be dispensed by TylAir staff.

Airports that are on the PPL cross countries such as Merritt, Cache Creek, South Cariboo (108 Mile House), Salmon Arm and Vernon are equipped with self-serve fuel pumps.

For safety reasons no person who is not trained in the operation of a self-serve fuel pump is permitted to refuel TylAir Aviation aircraft.

CPL students and renters who are time-building will be required to be trained by TylAir Aviation staff in fueling procedure in case they will be required to operate a self-serve fuel pump at another airport. This will be done at the request of the student/renter.

In any case, student/renter wanting to go to a cross country destination that is only equipped with a self-serve pump is required to be briefed on the operation prior to departure.

TylAir Aviation staff and student pilots must have adequate fuel to complete the required flight and arrive at the destination as per CARS 602.88.

Pilots purchasing fuel on cross country trips will be reimbursed for the cost of the fuel. Where the price per liter purchased at another airport exceeds the fuel price at TylAir Aviation, the pilot will be reimbursed with the fuel price at TylAir Aviation.

### Windshields

Pilots are reminded to have a clean windshield prior to each flight. Request a staff member to clean the windshield for you. You may clean it yourself in the interest of time if you are familiar on how to do it. Consult your instructor or dispatch for TylAir Aviation approved cleaning materials or techniques.

If you have not been shown how to clean a windshield, please ask. Using the wrong solution or equipment can cause damage.

## Unprepared Surface Runways

Unprepared surface runways are those runways that are grass, turf, sand, gravel and any other type of surface that is not a paved runway.

TylAir Aviation students and renters are not permitted to use un-prepared runways without expressed permission from the CFI or Operations Manager. Dual instruction for training experience on un-prepared runways may be conducted at the discretion of the CFI or Operations Manager.

## FLIGHT PLANS

The dispatch sheet /daily flight sheet provided by TylAir Aviation does not constitute a flight itinerary. Flight plans **must be filed** for all flights as per CARS 602.73.

A completed copy of the flight plan will be left with dispatch along with the dispatch sheet.

All flights outside of office hours are required to file a flight plan with the exception of circuits at a controlled aerodrome during ATC/FSS hours. This includes night flights.

## DISPATCH PROCEDURES

All TylAir Aviation training or rental flights must be released through dispatch. Flights that have not been properly dispatched are not authorized and in contravention of TylAir Aviation's operating policy.

### After Hours Dispatch

In case a rental/training flight needs to be dispatched outside of office hours, pilots have two options:

Option 1 – The dispatch procedure can be completed prior to the close of business with the expectation that pilot will acquire a weather briefing from FSS and meet the TylAir Aviation requirements for flight plans.

Option 2 – With prior permission of the CFI, an instructor may self-dispatch provided they meet all necessary requirements of dispatch procedures. Pilots will also need to obtain a weather briefing from FSS and meet the flight plan requirements of TylAir Aviation.

After hours dispatch is limited to licensed pilots only. Any flight that departs or arrives after normal dispatch operation hours is required to be on an active VFR flight plan with the nearest FSS/FIC.

## PILOT CURRENCY REQUIREMENTS

### License Validation Policy

A valid license/student pilot permit, valid medical and radio license must be presented prior to taking possession of the aircraft before each flight. You **must** have the original copies of these documents on you.

## CURRENCY AND ANNUAL RECURRENCY CHECK-OUT POLICY

### Day Single Engine

The pilot must have acted as pilot in command (PIC) of a TylAir Aviation aircraft for at least 1/2 hour of flight time in the preceding ninety day period.

### Night Single Engine

For a flight which will be conducted either wholly or partly at night, the pilot must have acted as pilot in command (PIC) of a TylAir Aviation aircraft for at least 1/2 hour of flight time at night in the preceding ninety day period.

Pilots wishing to rent an aircraft who do not meet the Day/Night currency requirements above must complete a check ride with a TylAir Aviation instructor.

**Note:** The requirement for a check ride may be waived at the discretion of the CFI.

The TylAir Aviation policy regarding currency for pilots is in addition to the requirements regarding recency and currency as set out in the Canadian Aviation Regulations.

### Aircraft Rental Policy

Pilots wishing to rent TylAir Aviation aircraft must complete an aircraft proficiency check prior to being permitted to rent the airplane solo. This includes but is not limited to:

- Dual flight review
- Written exam for the specific aircraft type
- Ground briefing as required

Pilots need to be in possession of an aircraft POH specific to the type and must show an ability to operate the aircraft in a safe and proficient manner.

Rental Pilots are restricted to operating within BC and Alberta. Rental pilots are restricted to the limitations issued in their file or Pilot Training Record.

For flights into the mountains, pilots are required to complete a TylAir Aviation mountain check.

For flights south into the United States pilots are required to complete a US border check.

For flights west to Vancouver or to Victoria Island, and east to Calgary or to Edmonton, pilots are required to show competency in Class C airspace.

In certain circumstances these requirements may be waived at the discretion of the CFI or President.

## Reservation Policy and Minimum Flight Time

Aircraft rental is typically scheduled/booked in 2 hour slots on Flight Schedule Pro. This will give the student/renter pilot enough time for a flight of approximate 1 hour length. Any aircraft reservation for longer than 2 hours needs to be approval by TylAir Aviation management prior to making the reservation, via a phone call or an e-mail explaining the purpose and routing of the flight.

An aircraft reservation that is made for longer than a 2-hour slot is expected to be flown for at least half the flight time of the number of hours reserved. An aircraft with a day-long reservation is expected to be flown for at least 3 hours of flight time. If the renter pilot has flown less than the minimum flight time, he/she will be billed for the minimum flight time for the length of the reservation. If the flight time flown is more than the minimum flight time, then actual flight time will be used for billing purposes.

This policy may be updated on short notice as per operational requirement. The latest policy, however, is always available on the home page of TylAir Aviation's online scheduling system. Renters are encouraged to always check the "Current Booking Guidelines for Students/Renters" link on the scheduling system to keep up to date on the reservation policy.

## Passenger Requirements

TylAir Aviation Ltd aircraft are only capable of carrying passengers limited to the number of available seats and within applicable weight and balance limitations.

## Pilot Training Records

Instructors and students share the responsibility of maintaining PTRs. PTRs will be completed at the conclusion of each flight. Records remain the property of the student however it is recommended the student leave the PTRs at TylAir Aviation.

In addition to PTRs, students are required to maintain their own personal log books.

## Headset/Lifejacket Rentals

TylAir Aviation provides headsets available for rent by TylAir Aviation pilots. A nominal fee is incurred for each rental. Headsets must be returned at the end of the flight.

Lifejackets are required for flights over water. There is no fee to rent lifejackets. If pilots are unfamiliar with the use of lifejackets ask dispatch for an example. Under no circumstances should lifejackets be opened in non-emergency situations.

## HARASSMENT POLICY

Harassment will not be tolerated on any school property or in any school context. Forms of harassment include: sexual harassment, race, colour, national or ethnic origin, religion, sex, marital status, family status, mental or physical disability, pardoned conviction and sexual orientation.

TylAir Aviation has a responsibility to provide a harassment free work environment and to investigate and correct harassment problems as soon as they become known. TylAir Aviation is prepared to take appropriated disciplinary action against a student or employee found to have harassed another student/employee. TylAir Aviation is committed to establishing a supportive mechanism for dealing with harassment.

Sexual harassment is unwanted attention of a sexual nature, often with an underlying element of threat or coercion. Sexual harassment may occur between any members of the school community.

Sexual harassment occurs when:

- Acceptance or rejection of sexual advances is a condition of your education or employment;
- Acceptance or rejection of sexual advances affects training, performance evaluation or any academic or career decision that affect the person;
- Unwelcomed sexual advances interfere with work or create an intimidating, hostile or offensive environment;
- Conduct exceeding the bounds of freedom of expression or academic freedom is discriminatory or hostile to people because of their sex and creates an intimidating, hostile or offensive environment.

Sexual harassment is not:

- A relationship based on mutual consent
- A hug between friends
- Mutual flirtation

If you experience harassment:

- Tell the harasser that you are not comfortable with the situation and that you want it to stop
- Speak to us. The Student Coordinator or the President will help you decide how best to deal with the situation. You have the right to ask that your complaint be addressed initially through either an informal or formal procedure



## PRIVACY POLICY

### Personal Information Protection Policy

At TylAir Aviation, we are committed to providing our students and renters with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our students and renters, protecting their personal information is one of our highest priorities. We have a strong commitment to protecting students' and renters' personal information. This is done in reference to British Columbia's *Personal Information Protection Act* (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose information.

We will inform our students and renters of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances. This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting students and renters personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our students and renters personal information and allowing our students and renters to request access to, and correction of, their personal information.

### Definitions

**Personal Information** – means information about an identifiable individual. Personal Information does not include contact information (described below).

**Contact Information** – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPA. TylAir Aviation complies with this policy and PIPA.

### Policy 1 – Collecting Personal Information

- a) Unless the purposes for collecting personal information is obvious and the students and renters voluntarily provide his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.
- b) We will only collect students' and renters' information that is necessary to fulfill the following purposes:
  - To verify identity
  - To verify creditworthiness
  - To open and manage an account
  - To deliver the requested products and services
  - To enroll the client in a program
  - To ensure a high standard of service to our clients
  - To meet regulatory requirements
  - To collect and process payments

## Policy 2- Consent

- a) We will obtain students' and renters' consents to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).
- b) Consent can be provided in writing or electronically or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the student and renter voluntarily provides personal information for that purpose.
- c) Consent may also be implied where a student and renter is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mail-outs, the marketing of new services or products, and the student and renter does not opt-out.
- d) Subject to certain exceptions (e.g., their personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), students and renters can withhold or withdraw their consent for TylAir Aviation to use their personal information in certain ways. A student's and renter's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the situation to assist the students and renters in making the decision.
- e) We may collect, use or disclose personal information without the students' and renter's knowledge or consent in the following limited circumstances:
  - When the collection, use or disclosure of personal information is permitted or required by law
  - In an emergency that threatens an individual's life, health, or personal security
  - When the personal information is available from a public source
  - When we require legal advice from a lawyer
  - For the purposes of collecting a debt
  - To protect ourselves from fraud
  - To investigate an anticipated breach of an agreement or a contravention of law.

## Policy 3 – Using and Disclosing Personal Information

- a) We will only use or disclose student's and renter's personal information where necessary to fulfill the purposes identified at the time of collection.
- b) We will not use or disclose student's and renter's personal information for any additional purpose unless we obtain consent to do so.
- c) We will not sell students and renters lists or personal information to other parties.

## Policy 4 – Retaining Personal Information

- a) If we use students' and renters' personal information to make a decision that directly affects them, we will retain that personal information for at least one year so that they have a reasonable opportunity to request access to it.
- b) Subject to policy 4a), we will retain personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

### Policy 5 – Ensuring Accuracy of Personal Information

- a) We will make reasonable efforts to ensure that students' and renters' personal information is accurate and complete where it may be used to make a decision about the students and renters or disclosed to another organization.
- b) Students and renters may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought.
- c) If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information in the previous year. If the correction is not made, we will note the student's and renter's correction request in the file.

### Policy 6 – Securing Personal Information

- a) We are committed to ensuring the security of students and renter's personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
- b) We will use appropriate security measures when destroying students and renter's personal information such as shredding.
- c) We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

### Policy 7 – Providing students and renters Access to Personal Information

- a) Students and renters have a right to access their personal information, subject to limited exceptions.
- b) A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought.
- c) Upon request, we will also tell students and renters how we use their personal information and to whom it has been disclosed if applicable.
- d) We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.
- e) A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the students and renters of the cost and request further direction from the students and renters on whether or not we should proceed with the request.
- f) If a request is refused in full or in part, we will notify the students and renters in writing, providing the reasons for refusal and the recourse available to the students and renters.

### Policy 8 – Questions and Complaints: The role of the Privacy Officer

- a) The Accountable Executive is responsible for ensuring TylAir Aviation's compliance with this policy and the *Personal Information Protection Act*.
- b) Students and renters should direct any complaint, concerns or questions regarding TylAir Aviation's compliance in writing to the Privacy Officer. If the Privacy officer is unable to resolve the concern, the students and renters may also write to the Information and Privacy Commissioner of British Columbia.