



Operations Manual

revised June 2025



Buffalo Airways Virtual



Our History!

Buffalo Airways Virtual was created in early 2010, by Thomas Emms & Randy Kearnes. Inspired by the television show Ice Pilots NWT and our love of vintage aircraft, we contacted Buffalo Airways for permission and a few days later, the good news arrived!

After receiving permission from Buffalo Airways we decided to design a simple, unique website. We also decided to create our own version of the Buffalo Airways logo, which can be seen on the header of this document. Buffalo Airways Virtual is the Official VA of Buffalo Airways. This means that we are able to be in close contact with the staff at Buffalo Airways and they may join us from time to time on Discord.

Through our strong partnership with the "Real World Buffalo Airways" we will bring exciting features not currently provided by other Virtual Airlines. These include features such as a direct link to BA's 737 Chief Pilot who's often communicates with BAV members within "jorrians-737-hangar" on Discord. Members also have access to a 10% discount code on all Buffalo Air Wear products.

Buffalo Airways Virtual's official launch date was the 1st of August 2010 however we were accepting registrations before this. Pilots who registered before this date have been given a special "Founding Member" award. Our launch event was taking the CL-215's from Red Deer, Over Canada then Onwards to Europe! Since allowing registrations, Buffalo Airways Virtual has been growing by leap and bounds. We had over 50 pilots in less than 8 weeks! We also have a steady number of flights being flown each day!

For more, please review here: [About us](#)

Membership Account Requirements & Agreements

Minimal Age:

To join Buffalo Airways Virtual you must be at least 16 years old. This is to comply with the worldwide Children's Online Privacy Protection Act (COPPA) of 1998.

You must own a legal, working copy of (at least one):

Microsoft Flight Simulator (MSFS 2020 & 2024)

X-Plane (11 & 12)

Prepar3D (all versions)

Microsoft Flight Simulator X (FSX & FSX-SE)

Only sims listed above are permitted for use to file a PIREPS with our vmsACARS access

FS9/FS2004 are not supported: Neither may be used to file PIREPS at Buffalo Airways Virtual

Additional Personal Requirements:

- You must use and maintain a valid e-mail address
- You agree to accept Buffalo Airways Virtual to be in contact with you via NOTAMS/News sent by e-mail
- You agree to file your first PIREP within 14 days of your registration being accepted
- You will be mature, not use any sort of bad language, racism or abusive comments, when you interact with anyone in Buffalo Airways Virtual. This level of professionalism is to be maintained on Discord, when talking while flying online, or anywhere else while you are displaying yourself as a member of BAV.
- You will not fail to answer or submit any false or partial information within your membership application(s)
- You accept your application can be rejected at the discretion of Buffalo Airways Virtual without prejudice
- There are no payments required to join Buffalo Airways Virtual and therefore no refunds will be given
- No single person may receive more than a lifetime maximum of three accounts. If your third account is deleted any further applications will be rejected. If there are further registrations, your IP and email may be blocked for spamming
- You accept your application/account can be denied/deleted for any valid reason given by staff

Inactivity Policy**New Pilots:**

After your registration is accepted, you must file your initial PIREP using vmsACARS within 14 days. Failure to complete your initial flight within this time leads to your account being deleted.

Staying Active:

Pilots are required to file at least one PIREP every 30 days. If a PIREP is not filed within 30 days, your status will become inactive as you are now suspended. A pilot will need to then communicate with their hub manager via e-mail and/or Discord requesting reactivation. Should 90 days pass since a PIREP has been filed, pilots will be contacted by their HUB Manager, via e-mail. If no response is received within 7 days, the pilot's account will be deleted.

If your account is deleted, you may re-apply to join however there are no guarantees your new application will be accepted. Your previous pilot number, hours, awards and flights completed with your deleted account will no longer be available for recovery.

If you are unable to fulfil this active flight status commitment, please contact your hub manager to make an alternative arrangement such as a Leave of Absence.

Leave Of Absence (LOA):

If you wish/need to take a Leave Of Absence (exceeding 30 days), you must contact your Hub Manager to establish an estimated return date. This will ensure your account is not deleted after the above mentioned 90 days. Hub Manager Contact information can be found here: [Staff Members Info - including e-mail addresses](#)

Downloads

Buffalo Airways Virtual has a variety of exclusive member use addons in [our downloads section](#). These include freeware aircraft, scenery, and textures for default and Payware aircraft. BAV is not responsible for any 3rd party website links or downloads, all files are copyright to their original owners.

Ranks

Upon joining Buffalo Airways Virtual, pilots are assigned the rank of “Ramp Hand (Rampie)”
[Our Ranking system](#) is based on how many hours you have logged in Buffalo Airways Virtual. With each progression to the next rank, you will have access to new aircraft and their predefined flights.

Transfer Hours:

Buffalo Airways Virtual does not transfer hours from any previous virtual airlines. The only person(s) allowed transfer hours are real-world Buffalo staff who will be given 50 hours upon registration. Real World Buffalo Staff are also afforded access to all aircraft/flights without the need to climb through the ranks.

Flight Operations

Buffalo Airways Virtual does not assign flights. You can view a full list of our flights available to your rank on the web site. Additionally, members are also able to create their own Personal Flights. Both of these features are available via the “Flights” dropdown on the [BAV website](#).

Jump seating:

You can fly any flight at any time as long as you have obtained the rank (based on your flight hours) required to fly the aircraft used for that flight. Pilots are not required to fly from the last airport they landed when beginning a new flight.

ACARS:

vmsACARS is our preferred and sole use flight tracking and PIREP submission application

Available here: [vmsACARS download and Setup/User Guide](#)

See the getting started guide for info on setting up vmsACARS. Support is also available via “vmsacars-help” on Discord.

Manual PIREPS:

Since our migration to vmsACARS, the only issues pilots have experienced have been related to their PC setup, not our system. Sometimes a sim connection or crash to desktop is experienced, resulting in the inability to submit a PIREP. We understand this is frustrating, especially if you've already been flying for a couple of hours. We see these losses are so infrequent as it's very seldom pilots are inconvenienced and have made our decision to eliminate the use of a manual PIREP system.

PIREP Expectations

Below are our enforceable expectations for PIREP approval (numbered). Failing to meet any one of the expectations will result in a submitted PIREP being rejected.

1. Scheduled Aircraft Type:

Fly the specified aircraft [per the defined subfleet(s)] for each flight, as scheduled. For example, if the schedule defines a Beechcraft B55, you may fly a B55 or B58, not a Cessna 310. If a DC-4, you may use a DC-4/C-54, not a DC-6.

In this example – flight BFL1011, the correct aircraft is the DC-3.



Because MSFS 2020 and 2024 do not yet have a large selection of aircraft used by Buffalo Airways Virtual, a few substitutions are allowed. Substitutes list for MSFS Permitted Aircraft can be viewed [here](#).

2. Sim rate x1:

Not to exceed x1, anything greater is unacceptable

3. No Slewing:

Slewing is unacceptable. Reposition your aircraft before starting the ACARS program.

4. No Unlimited nor in Flight Re-fuelling:

Unlimited fuel is unacceptable; add fuel prior to pushback, not enroute.

5. No Diversions Permitted:

You must land at the designated airport listed to complete your flight. You must land at the designated airport regardless of an issue whether it is mechanical, planning or weather related. Missed approaches are acceptable, but touch and goes are not unless specified in the schedule.

This is still true if an in-flight issue is experienced. Failures in Flight will not cause a flight rejection if all remaining enforceable expectations, remain acceptable. Pilots are free to decide just how much added realism they wish to enjoy. If a pilot chooses to continue a flight following an issue, it's recommended they account for their actions. A simple note added to the PIREP (preferred), an email or Discord message directed to the pilots Hub Manager explaining what happened is support to approve. Especially WHEN the pilot explains they have learned something.

6. Pilots must demonstrate good aircraft control:

PIREPS indicating poor pilotage, such as excessive stalls, over speeds, deploying flaps/gear above reasonable speeds may have their flights rejected.

7. Pauses:

Pausing is allowed, a pause may not exceed 12 hours. Excessive pausing exceeding 12 hours will not be permitted.

8. Landing Rate:

The maximum landing rate must be between +800 to -500 fpm, anything outside of this range will result in a rejection.

There is an exception for LUKLA where a landing in P3D on this sloped runway was recorded at as +757 fpm. If your landing rate exceeds +800 DO PLEASE submit your PIREP for credit. Hub Managers will have discretion to evaluate exceeding this +800 fpm max.

9. Daily Flight Time Limit:

BAV has relaxed our previous 8 hour maximum per 24 hour period rule. You are now permitted to extend your daily flight totals beyond 8 hours. We do advise however, to consider your health and wellbeing should you spend long periods of time at your computer without adequate breaks. Our Hub Managers will have discretion to work with and encourage pilots to have a healthy balance of real life to prevent those who may constantly overly indulge in flight sims.

Multiplayer Flying

Buffalo Airways Virtual encourages pilots to use the [Virtual Air Traffic Simulation Network™](#) (VATSIM™) or the [International Virtual Aviation Organization™](#) (IVAOTM)

Both networks offer worldwide Air Traffic Control (ATC) coverage and real time flying with fellow pilots. You can connect to such networks using either Swift or vPilot for Vatsim or IVAO's own program, IVAP.

When flying on Vatsim, do not use the flight number, use your Buffalo Airways pilot number as your callsign.

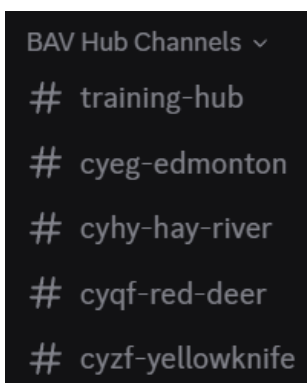
Awards

Buffalo Airways Virtual has a great Award system. You earn the right to awards in different ways. When you make your first “greased landing”, ie. A landing of less than -100 fpm, you are entitled to the “Greased landing” award.

GREASED LANDING AWARD



Other awards include those for each year of active membership, supplied as Veteran awards annually, others for reaching milestones of total flights flown (500, 1000, 1500, 2000, 2500) and others for total hours logged (1000, 2K, 3K, 4K...). We are also grateful to provide awards to those who donate and contribute to BAV. Most prevalent, we provide awards for completing monthly and special tours. Only the Greased Landing Award is to be provided by your hub manager automatically. For all others, you must request your accolade on our Discord page, in the correct hub channel where you are a pilot. It is your responsibility to request these awards in a timely manner. Ensure your request is presented within one month of reaching the achievement.



Review your shining awards from within your [profile page](#). You pilots achievements via their profiles by clicking on their pilot ID on the [Active Pilots Page](#).

Discord:

Buffalo Airways Virtual has a Discord server setup for our Pilots. We encourage all pilots to use this server. When joining us on Discord – please be sure to set your discord profile name to your BFL# and name such as - BFLXXXX - First name, Last name. Example: BFL1532 – John Anderton

You can find our AUP (Acceptable Usage Policy) [here](#).

Our [Discord](#) Information can be found on our website. Or - Click here on “Resources” on our webpage, and then on “Discord” in the drop-down menu.

Contacting Buffalo Airways Virtual Staff

If want to contact a member of staff, this is done via the staff e-mails, or on Discord. Staff emails can be found [here](#).

Donation!

Running a virtual-airline incurs costs with website hosting, file storage and software, it adds up. Buffalo Airways Virtual has only continued to exist thanks to our all volunteer staff and support through donations from our members.

From £1 to £100, all donations are helpful. As a donor, you will receive an award and be recognized as a contributor on the [Donator's page](#).

