VAC

STANDARD OPERATING PROCEDURES MANUAL

www.vacanada.org

October 2022 Revision

1.0 Introduction

This document has been put together for the purpose of guiding all members of VAC in their flight duties and respective roles within the virtual airline. All policies and procedures regarding the virtual airline can be found in this manual. Flight crew (members) are obliged to follow all procedures mentioned in this document. Policies and procedures included in this document conform to Canadian Air Regulations (CARs) and regulations of the VATSIM network. These procedures are not to replace any regulation stated by CARs or VATSIM, but are used to shape the structure of our organization.

This document will be distributed to all flight crew members, staff members as well as any other parties concerned. It is the duty of all members to note changes published, indicated by a line in the left margin within the Standard Operating Procedures (SOP). NOTAMs will be issued temporarily until a revised publication with the changes has been posted and accessible for reference and printing. It is important to note that from here on, the term operator will be used in reference to VAC.

1. 1 Operational Updates & Changes

We expect our members to review and be compliant with changes to the Standard Operating Procedures (SOP). A summary of the most recent updates are below:

8.1.23 – The use and promotion of pirated software used in conjunction with VAC services is strictly prohibited.

8.1.13 – A re-registration + flight hour transfer to a new account is limited to 3 requests only. Please be mindful of your account status.

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2.0 Approbation Page of the Standard Operating Procedures

Name of the Operator: VAC

Website: www.vacanada.org

Forum: www.vacanada.org/forum

Discord Channel: https://discordapp.com/invite/bPCjrjq

Headquarters: Montréal Trudeau CYUL

Main Operations Hub: Toronto Pearson CYYZ

This documents describes all Standard Operations Procedures (SOPs) that must be followed by the operator according to Section 705 of CARs and the VATSIM network regulations. The non-compliance of SOPs may lead to suspension or termination of a member after an incident has been reviewed. All members must comply with SOPs at all times.

Michael Chan
President &
Chief Executive Officer

Daniel Desjardins
Executive Vice President &
Chief Operating Officer

Bruno Flageol
Executive Vice President &
Chief Commercial Officer

Lukas Kusiak
Executive Vice President &
Chief Human Resources Officer

Richard Traynor
Senior Vice President &
Chief Data Officer

Jack Koskie
Senior Vice President &
Chief Technology Officer

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3.0 Message from the President & Chief Executive Officer

Dear Members,

A special welcome to you who may be flying with us for the first time. We hope you enjoy your career with the virtual airline that strives for realism and professionalism by flying to top destinations utilizing the youngest fleet, from beautiful Canada.

Whether you are an aspiring pilot, aviation enthusiast, or just passing by to see what we offer - thank you for taking the time to visit us and explore the types of services we offer you, the prospective virtual pilot.

I am proud to announce that we are continuing our award winning services well beyond the 21st century. We continue to improve on a daily basis to provide you with a better flight simulator experience. Our latest major developments have been an upgraded website, new fleet, and myVAC - our exceptional flight operations system tailored to your personal needs.

Further growth is planned to bring more exciting features and services for our members. Our pilot forum and Discord platforms are a great place to post questions, comments and most of all, the place to share your flight experiences with fellow VAC pilots. VAC members have access to our myVAC Portal, through which pilots can choose flights, generate detailed briefing packages, access our fleet section, and maintain their account. Should you decide to join - a process that is very quick and easy, you will start your VAC career and flights with ease and enjoyment.

Welcome aboard!

Michael Chan

Michael Chan
President & Chief Executive Officer

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4.0 Table of Contents

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5.0 Modification Process and Distribution List

5.1 Modification Process

5.1.1 Modification to this document are made by the Executive Vice President & Chief Commercial Officer and Executive Vice President & Chief Human Resources Officer when deemed necessary. After approval, the document will be distributed by the holder of the document. Any modified page must hold the modification number and date of the last modification. They will be indicated by a line on the left hand margin of the page. Any time a modification is made, a copy must be sent to members, including the instructions pertinent to the changes.

5.1.2 The instructions for the modification of the document must include a list of pages to be deleted, a list of pages to be inserted and a modification justification. The modified text will be identified with a line on the left hand margin. If a manual or modifications is removed, instructions to destroy the original must be sent to all holders. Once a modification is issued, the holder must make an entry in the modification table found in this section.

5.2 myVAC Message Centre

5.2.1 Any modifications to Standard Operating Procedures or operational news/bulletins will be announced via the myVAC Message Center to comply with the modification process described above.

5.2.2 It is the members' responsibility to acknowledge and comply with each and every bulletin published via the myVAC Message Center.

5.3 Distribution List

5.3.1 The Executive Vice President & Chief Commercial Officer must hold a list of all holders of the Standard Operations Manual and is responsible for the distribution of the manual according to the list.

5.3.2 The manual will be available to any third party as deemed appropriate by the President & Chief Executive Officer and the Executive Vice President & Chief Commercial Officer.

5.3.3 All copies of the Standard Operations Procedures Manual are property of VAC and must only be used for operations at VAC. Upon termination, members must immediately return their copy of the manual to the Executive Vice President & Chief Commercial Officer or their immediate supervisor

5.3.4 The following list include the holders of the manual and are responsible to keep the manual up to date following modifications:

- President & Chief Executive Officer

- Executive Vice President & Chief Operating Officer

- Executive Vice President & Chief Commercial Officer

- Executive Vice President & Chief Human Resources Officer

- Senior Vice President & Chief Data Officer

- Senior Vice President & Chief Technology Officer

- Vice President, Eastern Operations (YYZ/YUL)

- Vice President, Western Operations (YVR/YWG)

- Vice President, System Operations Control

- Vice President, Pilot Qualifications

- Vice President, Online Network

- Vice President, Maintenance Operations Control

- Manager, Flight Dispatch

- Flight Dispatcher

- Pilot

6.0 Modification List

No. of Modification	Date of Modification	Date of Inscription	Insertion Written
1	15 Jul 2016	-	Bruno Flageol
2	07 Feb 2017	-	Michael Chan
3	23 Nov 2017	-	Michael Chan
4	02 Feb 2018	-	William English
5	10 Apr 2018	-	Michael Chan
6	18 Nov 2018	-	Michael Chan
7	25 April 2019	-	Lukas Kusiak
8	25 Sep 2019	-	Michael Chan
9	01 May 2020	-	Michael Chan
10	05 Mar 2021	-	Michael Chan
11	03 Mar 2022	-	Michael Chan
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7.0 List of Active Pages

Page	Revision	Date	Page	Revision	Date
1	Original	01 May 2016	27	Amendment 1	25 Apr 2019
2	Original	01 May 2016	28	Amendment 1	25 Apr 2019
3	Original	01 May 2016	29	Original	01 May 2016
4	Amendment 1	15 Jul 2016	30	Original	01 May 2016
5	Original	01 May 2016	31	Original	01 May 2016
6	Original	01 May 2016	32	Original	01 May 2016
7	Original	01 May 2016	33	Amendment 2	25 Apr 2019
8	Amendment 2	25 Apr 2019	34	Amendment 1	02 Feb 2018
9	Amendment 1	25 Apr 2019	35	Amendment 1	02 Feb 2018
10	Original	01 May 2016	36	Amendment 1	10 Apr 2018
11	Original	01 May 2016	37	Amendment 2	25 Apr 2019
12	Original	01 May 2016	38	Original	01 May 2016
13	Original	01 May 2016	39	Original	01 May 2016
14	Original	01 May 2016	40	Original	01 May 2016
15	Original	01 May 2016	41	Original	01 May 2016
16	Original	01 May 2016	42	Original	01 May 2016
17	Amendment 1	01 May 2016	43	Original	01 May 2016
18	Amendment 1	01 May 2016	44	Original	01 May 2016
19	Original	01 May 2016	45	Original	01 May 2016
20	Original	01 May 2016	46	Original	01 May 2016
21	Amendment 1	25 Apr 2019	47	Original	01 May 2016
22	Original	01 May 2016	48	Amendment 1	25 Apr 2019
23	Original	02 May 2016	49	Original	01 May 2016
24	Amendment 1	25 Apr 2019	50	Original	01 May 2016
25	Original	01 May 2016	51	Original	01 May 2016
26	Amendment 1	01 May 2016	52	Original	01 May 2016

7.0 List of Active Pages

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53	Amendment 1	25 April 2019			
54	Original	01 May 2016			
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57	Original	01 May 2016			
58	Amendment 1	25 April 2019			
59	Original	01 May 2016			
60	Original	01 May 2016			
61	Original	01 May 2016			
62	Original	01 May 2016			
63	Original	01 May 2016			
64	Amendment 1	25 April 2019			

8.0 Terms and Conditions

8.1 Registration and Code Of Conduct

8.1.1 VAC registration is open for membership to all individuals thirteen (13) years and older. Individuals younger than 13 must provide written consent from a parent or guardian. Accounts of individuals under 13 years of age without parental consent will be immediately suspended until such consent is provided.

8.1.2 Membership is open to all individuals regardless of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, veteran status, disability, genetic information, military service, or other protected status.

8.1.3 Members should, at all times, be courteous and respectful to one another. Bashing of other members is strictly prohibited. Threatening or harassing any member will result in immediate suspension or termination of the member's account.

8.1.4 VAC management continuously monitors the organization's official channels (Forums, Discord, Facebook groups, etc.) for compliance of these terms and conditions. Any deviation from the Terms and Conditions may result in member suspension or termination.

8.1.5 Members represent the VAC community at all times when visiting other sites on the internet. Members should not undertake any action to bring harm to the reputation of VAC, including, but not limited to misrepresenting yourself to another organization, breaking the rules and guidelines of another organization, or making derogatory statements about VAC. Violators will have their membership immediately revoked.

8.1.6 As a member of VAC, the member agrees to be bound and abide by the Terms and Conditions as outlined on the website. Any subsequent changes may also be emailed to all members. Violations of the policies may result in a probationary period, a temporary suspension, or termination of the members account.

8.1.7 The VAC username and password provided to you is your exclusive VAC membership identification. You may not give permission or knowingly allow your username or password to be used by anyone else.

8.1.8 Members must use their full name when registering for an account on the website and Discord platforms. There are no exceptions. Incomplete, incorrect or misleading information may result in account termination.

8.1.9 You may register for and hold only one VAC registration.

8.1.10 All members must provide a valid email address. If your email address changes, you can use the online form under the HR tab of myVAC to modify your email address in the VAC database. The form will ask you to select your name, password and new email address. If your password is correct, the database will be updated and a confirmation email will be sent to your new email address. You can find this feature in your logbook. If you require assistance, please contact the Executive Vice President & Chief Human Resources Officer. Accounts with invalid email addresses will be removed at management's discretion.

8.1.11 If you have forgotten your password, please fill in the online form under the HR tab of myVAC to request your password. The form will ask you to provide your Pilot ID, first name, last name and email address. If the information matches the VAC database, an email will be sent to your email address (one on file) with your password. If you require assistance, please contact the Executive Vice President & Chief Human Resources Officer.

8.1.12 If you want to modify your password, an online form under the HR tab of myVAC must be filled out. The form will ask you to select your name, enter your current password and new password. If the information provided matches the VAC database, your password will be updated. If you require assistance, please contact the Executive Vice President, & Chief Human Resources Officer.

8.1.13 All pilots must fly at least one flight within the first 14 days of successful completion of registration. Your account must remain active status for a minimum of 30 days to request a Leave Of Absence (LOA). You may request a LOA of up to 6 months; however, active pilots must file a flight every 60 days. Active pilots who do not comply with this rule will automatically be removed from the roster unless a request for Leave of Absence (LOA) is approved. You can use this feature via your logbook. If you require assistance, please contact the Executive Vice President & Chief Human Resources Officer. **A re-registration + flight hour transfer requests to a new account is limited to 3 requests only. Please be mindful of your account status.**

8.1.14 All flights must contain a valid VAC flight as assigned by the scheduling system on the website. Flights not in this system will be rejected and removed after filing.

8.1.15 Flight Reports will be added to the database and be sent to your respective Vice President Eastern/Western Operations for review. Pilots who submit false flight reports may have their entire log wiped clean, be under suspended status, or terminated. Any pilots who fly routes that are not authorized will have their flight reports rejected.

8.1.16 Each pilot is only permitted to submit a flight report for the type of aircraft for which they have been certified. Any flight reports for uncertified aircraft will be rejected, and repeated offences may lead to the pilot's logbook wiped clean, be under suspended status or even termination of membership.

8.1.17 The use of VACARS in conjunction with other virtual airline's ACARS system is strictly prohibited. The flight record will be removed and member status will automatically be set to suspension pending review from the management team.

8.1.18 VAC uses a flight tracking program that displays actual aircraft type operated on your system. If a violation is detected, the member will be given a warning and the flight assignment will be removed by our management team. It is imperative that you operate the aircraft type you bid for.

8.1.19 All new members must read and comply with the Standard Operating Procedures (SOPs).

8.1.20 When flying online (ex. VATSIM Network), it is a requirement to use the correct callsign and flight number assigned for the flight. Ex: **ACA**151, **ROU**1812 or **JZA**8328 and indicate in the Pilot's Remark that you are a member of VAC and website address: www.vacanada.org. **A reminder: Please do not use 'VAC' as a callsign.**

8.1.21 VAC is a non-profit organization and does not charge any fees to apply for or to retain membership in the organization. No member of VAC may request money or charge fees as a prerequisite to offering any assistance or product. In addition, no member is permitted to resell or make any commercial or non-commercial use of the VAC website or forums.

8.1.22 The prohibitions set forth in this paragraph expressly include any and all sales and/or solicitations of money, goods and services no matter for what purpose, person, group or cause, without limitation. Members violating these rules will be subject to immediate termination from VAC.

8.1.23 The use and promotion of pirated software or products in conjunction with VAC services is strictly prohibited at all times. Violators will be subject to suspension or immediate termination.

8.1.24 VAC management reserves the right to temporarily suspend or terminate an individual's membership from the organization without notification if certain rules have been violated. The member may appeal the suspension or termination to the Executive Committee, whose decision shall be final. The member will have the right to review the written report submitted by the Vice President, Eastern/Western Operations, and provide a written response to the Executive Vice President & Chief Human Resources Officer within 30 days.

8.1.25 The general code of conduct reflects on the way VAC expects its members to behave as a member of the organization. Repeated failure to follow the code of conduct may result in suspension, and eventually termination of the members account.

8.1.26 Members who are new to the hobby or are otherwise unfamiliar with virtual airlines should well inform themselves by downloading the educational material provided on the VAC website, joining our Discord channel / forum, asking questions of management, or otherwise researching information on their own. This is mandatory before representing VAC on any third party website such as VATSIM.

9.0 General

9.1.0 Certificate of 705 Operations

9.1.1 The certificate of operations, as well as all specifications of operations, delivered to VAC are reproduced and annexed in this manual. It informs the personnel of the authorized operations, restrictions and any specification deemed necessary.

9.1.2 To facilitate the modification of this document in the event of a modification or production of a new certificate of operation, the following process will be applied.

9.1.3 Upon the reception of the certificate of operation, the operator shall inform all holders of this manual and produce copies to be inserted in the manual to reflect the change of certificate.

9.2.0 Operations Level
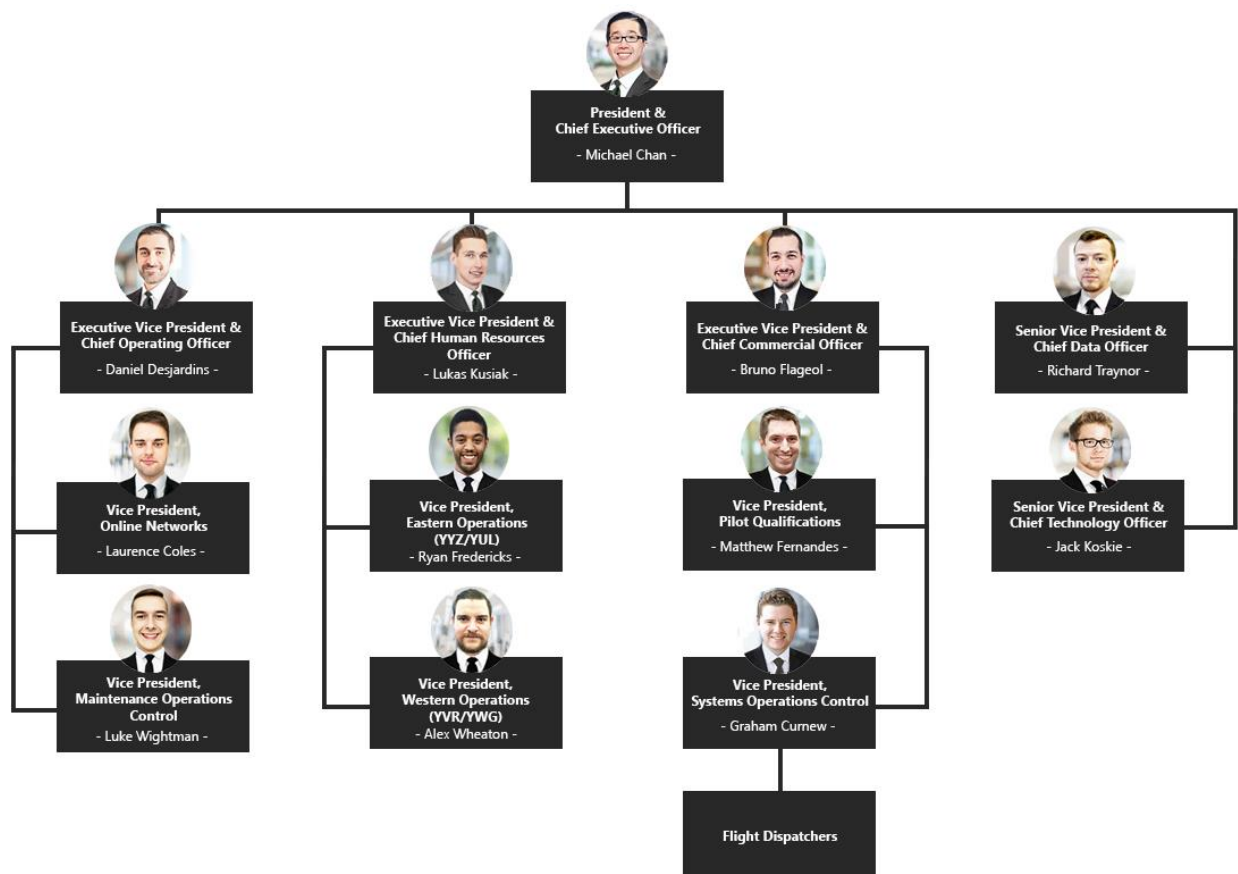
9.3.0 Functions, Qualifications and Responsibilities

9.3.1 President & Chief Executive Officer | Michael Chan

The President & Chief Executive Officer is responsible in forming the Executive Committee as well as establishing the organization's policy, brand and strategic direction. This includes the development of the organization's vision and mission in delivering a world class virtual airline. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.2 Executive Vice President & Chief Operating Officer | Daniel Desjardins

Reporting directly to the President & Chief Executive Officer, the Executive Vice President & Chief Operating Officer oversees online events, flight network and schedules at Mainline, Leisure, Express and Cargo operations. Additional responsibilities include fleet management, Discord, Facebook and forum platforms.

9.3.3 Executive Vice President & Chief Commercial Officer | Bruno Flageol

Reporting directly to the President & Chief Executive Officer, the Executive Vice President & Chief Commercial Officer focuses on maintaining awareness of competitive landscape, opportunities for expansion, online events and dispatch operations. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.4 Executive Vice President & Chief Human Resources Officer | Lukas Kusiak

Reporting directly to the President & Chief Executive Officer, the Executive Vice President & Chief Human Resources Officer oversees the organization's recruitment and membership plan. Duties include administering performance review program, compliance and equity within the organization. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.5 Senior Vice President & Chief Data Officer | Richard Traynor

Reporting directly to the Executive Vice President & Chief Commercial Officer, the Senior Vice President & Data Officer is responsible for international and domestic scheduling at Mainline, Leisure, Express, Freight and Charter operations. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.6 Senior Vice President & Chief Technology Officer | Jack Koskie

Reporting directly to the Executive Vice President & Chief Information Officer, the Senior Vice President & Chief Technology Officer manages automation and programming of the website and Discord platform. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.7 Vice President, Eastern Operations (YYZ/YUL) | Ryan Fredericks

Reporting directly to the Executive Vice President & Chief Human Resources Officer, the Vice President, Eastern Operations ensures all aspects of the Montreal and Toronto bases are functioning within VAC regulations and to monitor compliance amongst its members. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.8 Vice President, Western Operations (YVR/YWG) | Alex Wheaton

Reporting directly to the Executive Vice President & Chief Human Resources Officer, the Vice President, Western Operations ensures all aspects of the Vancouver and Winnipeg bases are functioning within VAC regulations and to monitor compliance amongst its members. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.9 Vice President, System Operations Control | Graham Curnew

Reporting directly to the Executive Vice President & Chief Operating Officer, the Senior Vice President, System Operations Control ensures VAC flight schedules are current and has oversight of flight dispatchers, charters, freight and reposition / ferry flights. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.10 Vice President, Pilot Qualifications | Matthew Fernandes

Reporting directly to the Executive Vice President & Chief Commercial Officer, the Vice President, Flight Qualifications oversees pilot rank and aircraft qualifications. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.11 Vice President, Online Networks | Laurence Coles

Directly reporting to the Executive Vice President & Chief Commercial Officer, the Vice President, Online Networks is the primary liaison with VATCAN – Canadian Branch, and responsible for the development and implementation of online events on the VATSIM platform. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.12 Vice President, Maintenance Operations Control | Luke Wightman

Reporting directly to the Executive Vice President & Chief Operating Officer, the Vice President, Maintenance Operations Control is responsible for the development and repainting of payware aircraft liveries. Additional responsibilities include Discord, Facebook and forum platforms.

9.3.13 Manager(s), Flight Dispatch

Directly reporting to the Vice President, Systems Operations Control, the Manager, Flight Dispatch is responsible in monitoring Flight Dispatchers to ensure airport operation services, processes and procedures are adhered to.

9.3.14 Flight Dispatchers

Directly reporting to the Manager(s), Flight Dispatch, our Flight Dispatchers are carefully selected amongst the membership to provide the pilot in command with flight assignments, accurate pre-flight planning, departure, en-route and arrival as needed with any information required for flight safety and efficiency.

9.4.0 Nominations

9.4.1 Any members acting for the administration of VAC must be nominated by the President & Chief Executive Officer and a copy of the nomination must be compiled in the staff's file.

9.4.2 The nominee must acknowledge the present manual and by writing the new responsibilities associated with their new posting.

The nomination must describe:

- The identification of the nominee and the recommending member.
- The position the candidate has been nominated for.
- The name of their direct supervisor.
- Any applicable restrictions.

9.5.0 Rank Structure

Rank	Uniform	Minimum Hours Required
Regional First Officer		0 – 10 Hours
Regional Captain		10 – 20 Hours
Narrow-body First Officer		20 – 40 Hours
Narrow-body Captain		40 – 65 Hours
Wide-body Relief Pilot		65 – 120 Hours
Wide-body First Officer		120 – 300 Hours
Wide-body Captain		300 – 800 Hours
Senior Captain		800 + Hours

9.6.0 Fleet

9.6.1 Pilots are only allowed to fly the aircraft category that has been authorized as per the company ranking scale. No pilot shall complete or file a flight report with an erroneous aircraft type.

9.6.2 The fleet has been devised under three (3) categories which regroups different aircraft types.

- Regional
- Narrow-body
- Wide-body

9.6.3 Only MSFS2020, P3D, FSX and XPlane aircraft textures for Payware aircraft models are offered.

9.6.4 Aircraft livery and models not listed for download may be obtained from third party websites.

9.6.5 The regional category regroups four (4) different types of aircraft from one (1) operator under Regional.

Regional

9.6.6 To hold the privilege of the Regional category, the flight crew member must hold the rank of First Officer - Regional. There are no minimum requirements for this category.

Aircraft Type	Code	Operator
De Havilland Dash8-400	DH4	Regional
Mitsubishi CRJ-200	CRJ	Regional
Mitsubishi CRJ-900	CR9	Regional
Embraer 175	E75	Regional

9.6.7 The narrow body category regroups five (5) different aircraft types from three (3) different operators under _Mainline_, _Charter,_ _Leisure_

Narrow-body

Aircraft Type	Code	Operator
Airbus 220-300	223	Mainline
Airbus 319-100	319	Mainline; Charter; Leisure
Airbus 320-200	320	Mainline; Charter Leisure
Airbus 321-200	321	Mainline; Leisure
Boeing 737 MAX 8	7M8	Mainline

9.6.8 To hold the privilege of the narrow body category, the flight crew member must hold the minimum rank of First Officer – Narrow-body. A minimum total flight time of 20 hours is required. Flight crew with this privilege also hold the privilege of the regional category for their bidding.

9.6.9 The wide-body category regroups six (6) different aircraft types, under _Mainline_ and _Freight._

Wide-body

Aircraft Type	Code	Operator
Boeing 787-8	788	Mainline
Boeing 787-9	789	Mainline
Airbus 330-300	333	Mainline
Boeing 777-200LR	77L	Mainline
Boeing 777-300ER	77W	Mainline
Boeing 767-300ERF	76F	Freight

9.6.10 To hold the privilege of the wide body category, the flight crew member must hold the minimal rank of Relief Pilot. A minimum total flight time of 65 hours is required. Flight crew with this privilege also hold the privilege of the narrow-body and regional category for their bidding.

9.7.0 Equipment Substitution and System-Wide Flight Numbers

9.7.1 In order to simulate real world procedures, equipment changes are permitted on some flights. We encourage our members to follow real world equipment changes which can be referenced at *www.flightaware.com*.

9.7.2 Flight crew are only authorized to change equipment on which they hold the privilege.

9.7.3 Equipment changes can only be authorized within the same air operator. Aircraft operated by Mainline cannot be changed with aircraft operated by Leisure, Express, Charter or Cargo flights.

9.7.4 Ad-hoc flights submitted to our management team will be reviewed and verified. Equipment type must correspond with real world flight operations and no substitution aircraft type may be used. Flight requests will be processed within a 24 hour period. Please give yourself additional time before the flight prior to submitting your request

9.7.5 Equipment changes will only be authorized if done within the specified equipment in the table below. All crew members must follow these restrictions at all times and cannot make any equipment changes not within the optional equipment list.

9.7.6 It is important to note that exceptions may be made to these standards following real world operations. For flight requests, feel free to email a member of the leadership team.

9.7.7 It is important for members to recognize which flight numbers and callsigns should be used when flying online at VATSIM.

9.7.8 Ensure to use the following callsigns only: ACA, ROU, JZA when flying on the VATSIM network. **Please do not use 'VAC' as a callsign.**

9.7.9 When flying online using your carrier-specific ICAO callsign and flight number, please remember to indicate in the remarks section of your flight plan that you are representing VAC.

Mainline

Scheduled Equipment	Equipment Substitution
223	319, 320, 321, 7M8 (All Routes) 333, 788, 789 (Pre-Approved Routes Only) ***
319	223, 320, 321, 7M8 (All Routes) 333, 788, 789 (Pre-Approved Routes Only) ***
320	223, 319, 321, 7M8 (All Routes) 333, 788, 789 (Pre-Approved Routes Only) ***
321	223, 319, 320, 7M8 (All Routes) 333, 788, 789 (Pre-Approved Routes Only) ***
7M8 **	223, 319, 320, 321 (All Routes) 333, 788, 789 (Pre-Approved Routes Only) ***
333 *	788, 789, 77L, 77W
788	333, 789, 77L, 77W
789	333, 788, 77L, 77W
77L	77W (Pre-Approved Routes Only) ***
77W	77L (Pre-Approved Routes Only) ***

*   **7M8 flights to Europe and Hawaii** from Canada cannot be substituted with narrowbody Airbus aircraft.

**   **333 is not permitted to operate or substitute on Asia and Australia routes.**

*** **Pre-Approved Routes** means an aircraft type that has recently operated the specific route in the real world (reflective on sites such as FlightAware etc.) This does not mean a Pre-Approved exemption to fly any aircraft on any route by a staff member.

Regional

Scheduled Equipment	Equipment Substitution
DH4	CRJ, CR9
CRJ	DH4, CR9
CR9	CRJ, DH4
E75	CR9, DH4 (Pre-Approved Routes Only) **

* Please note: Only the DH4 (Q400) is permitted to land at YTZ airport until further notice.

** Embraer 175 is not permitted to operate or substitute on flights from the West coast (YVR/YYC/YEG) until further notice.

Leisure

Scheduled Equipment	Equipment Substitution
319	320, 321
320	319, 321
321	319, 320

Freight

Scheduled Equipment	Equipment Substitution
763	None

Charter

Scheduled Equipment	Equipment Substitution
319	320
320	319

Approved Payware and Substitution Aircraft List

VAC Fleet	Prepar3D	Microsoft Flight Simulator 2020	X-Plane
77W	PMDG B777-300ER	CaptainSim B777-300ER	FlightFactor B777-300ER
77L	PMDG B777-200LR	CaptainSim B777-200ER	FlightFactor B777-200LR
789	QualityWings B787-9	MSFS B787-10	B787 Dreamliner XP11
			Magknight B787-9
788	QualityWings B787-8	MSFS B787-10	B787 Dreamliner XP11
			Magknight B787-8
333	Aerosoft A330-300	Headwind A330-900	JARDesign A330
76F	CaptainSim 767-300ERF	None	FlightFactor Boeing 767-300ERF
7M8	PMDG 737-800NG	BREDOK3D 7M8	MAXTeam Designs B737 MAX
321	FSLabs A321-200	FENIX Simulations A320-200	Toliss A321-200
	Aerosoft A321-200		
320	FSLabs A320-200	FENIX Simulations A320-200	JAR Design A320-200
	Aerosoft A320-200		FlightFactor A320-200
319	FSLabs A319-100	FENIX Simulations A320-200	Toliss A319-100
	Aerosoft A319-100		
223	Virtuacol A220-300	None	None
E75	FeelThere E170/175	Virtualcol E170/175	X-Crafts E175 v2.5
			SSG E-Jets E170 Evo
CR9	Aerosoft CRJ-900	Aerosoft CRJ-900	ADSimu-CRJ700
CRJ	Virtualcol CRJ-200	Aerosoft CRJ-550	CRJ-200 X-Plane
DH4	Magestic DH8-Q400	None	FJS Q400 / Q4XP

Approved Freeware and Substitution Aircraft List

VAC Fleet	Prepar3D	Microsoft Flight Simulator 2020	X-Plane
77W	POSKY B777-300ER	None	SS Studios B777-300ER
77L	POSKY B777-200LR	None	None
789	TDS B787-9 Rikoooo Magnight 787 Mod	None	Magnight B787 OrgForum Freeware
788	TDS B787-8 Rikoooo Magnight 787 Mod	None	None
333	Thomas Ruth A330	Native A330-900	None
76F	None	None	None
7M8	TDS 737 MAX 8	73X Project Boeing	MAX Team B38M ZIBO 737-800
321	None	FBW A32NX PMP A321-200	Riviere A321-200
320	Project Airbus A320	FBW A32NX	Riviere A320-200
319	Project Airbus A319	FBW A32NX	Riviere A319-100
223	None	None	Riviere A220
E75	None	None	SSG 170 OrgForum Freeware
CR9	None	CM Team CRJ-700	RovertSV CRJ-900
CRJ	None	None	RovertSV CRJ-200
DH4	P.A D Rikoooo Q400	Capt22 Q400	Riviere Q400

9.7.8 Many members have questions about real world procedures when operating Regional - Jazz 8XXX flight numbers. Although the flight number may be 8863, however when you log into VATSIM, you drop the first zero. Therefore your ATC callsign will be JZA863. Same goes for all JZA8XXX flight numbers, real-world procedure is to drop the first 8. However, if flying YUL-YTZ operations using JZA7951, you log in using the full callsign and your ATC callsign will also be JZA7951

Flight Number	Carrier & ICAO Callsign
0001 – 1599	Mainline – ACA / AC
1600 – 1999	Leisure – ROU / RV
2000 – 2199	Mainline / Leisure – Extra Sections (Callsigns Above)
7000 – 7199	Mainline / Leisure / Regional – Positioning / Ferry, Charter Flights
7200 – 7299	Cargo
7500 – 7749	Regional – JZA / QK
7950 – 7980	Regional – JZA / QK YUL-YTZ-YUL
7900 – 8999 (001-999 while online as per above)	Regional – JZA / QK

9.80 Transfer Hours

9.8.1 A maximum of 50.0 flight hours may be transferred from another virtual airline or VATSIM hours with proof of experience.

9.8.2 Members who wish to have hours credited to their profile must provide a public website link (not password protected) or screenshot from a third party profile indicating flight hours during the registration process or through e-mail to the respective Vice President, Eastern/Western Operations. E-mails that contain attachments other than image files will be unopened and promptly discarded for cyber security reasons.

9.8.3 If the member has hours incurred from a previously registered VAC account, please indicate this during registration or by e-mail to the respective Base Director. A member of the Executive Team will review the applicant's old profile and credit full hours if applicable.

9.8.4 Members who request transfer hours but who have not submitted sufficient proof via application or via email to the Executive Team may expect delays or forfeiture of transfer hour credit. VAC will not follow up on incomplete requests.
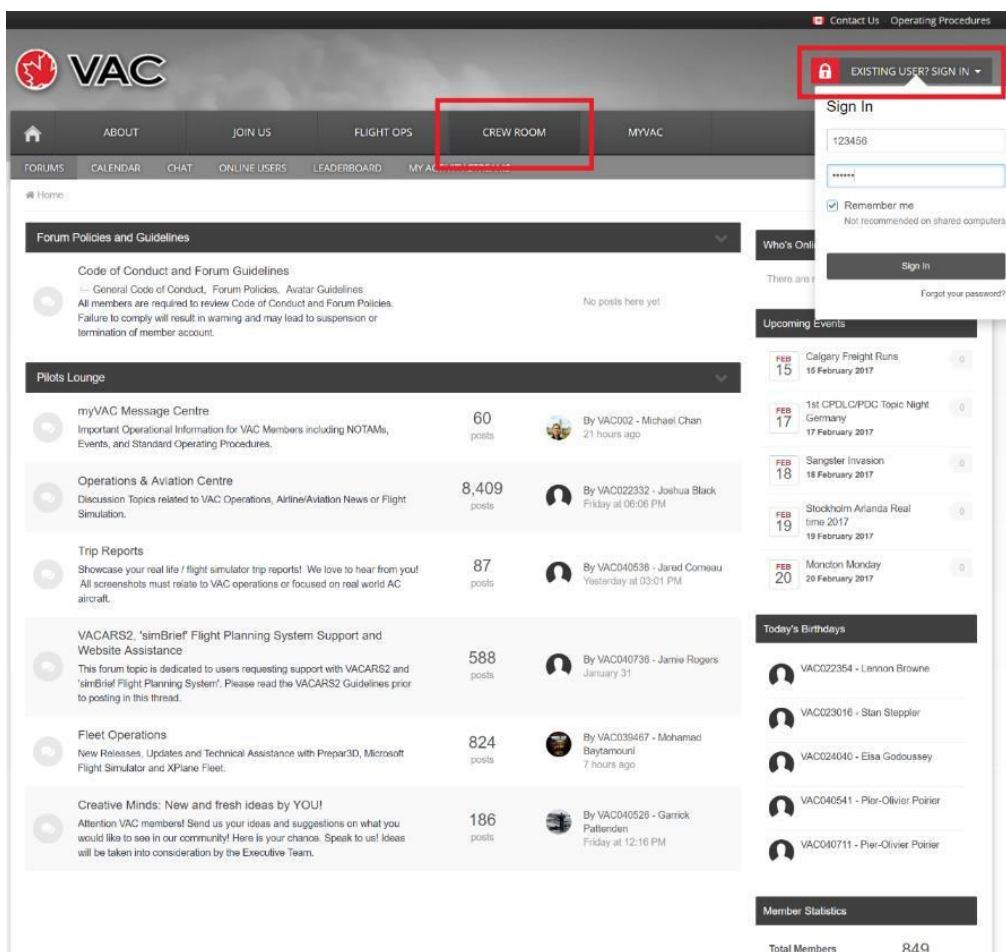
9.9.0 Flight Acceleration

9.9.1 **Flight acceleration is strictly prohibited.** Members found using flight acceleration will be automatically placed under suspension by an Executive Team member. Repeated offences will result in termination of member account.

9.10.0 VAC Forums

9.10.1 The VAC Forums is pilot central where our members can ask questions, post screenshots, view online events and most importantly share their flight simulation/aviation experiences.

9.10.2 When you register an account with an active VAC ID, you are automatically given access to our pilot forums. A separate login with the same VAC credentials will be required to gain access to the forums.

9.11.0 Discord
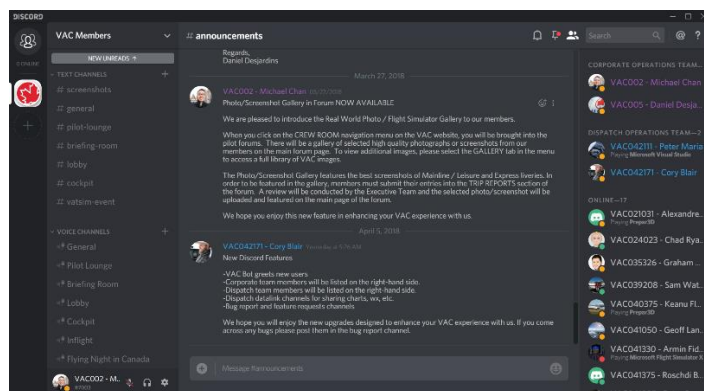
9.11.1 Discord is a multi-platform communication application and completely free. It can be used on your computer running on PC, Mac, Linux or mobile devices running Android and iOS. For members using Discord on your mobile devices, please ensure you are on a WIFI network when using Voice Channels to prevent data overage charges from your service provider.

Discord Download Information:

Computer: https://discordapp.com/download

Mobile Devices: Android (Google Play), Apple (App Store)

Channel: https://discord.gg/bPCjrjq
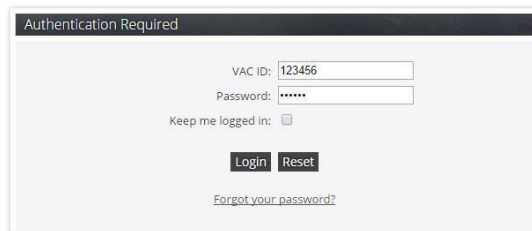
9.11.2 Once you have registered, as per Standard Operating Procedures - your nickname must coincide with your VAC ID. For example: "VAC12345 – John Smith". This must be changed within 24 hours of registration and is enforced.

9.11.3 Member forums at www.vacanada.org/forum continue to be your primary source for updates and trip report screenshots at VAC.

10.0 Flight Schedule and Bidding System

10.1.0 Bidding Procedure

10.1.1 Before each flight, crew members must bid their flight schedule in order to have access to their flight in the VACARS system. To access the bidding system, you must login through the myVAC portal using your VAC ID and password.
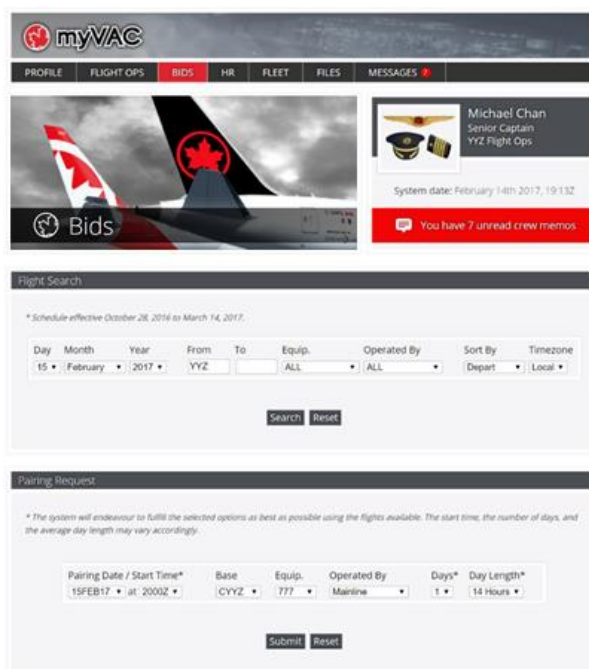
10.1.2 Under the flight bid section, you will have access to the updated flight schedule. Search tools will assist you to find flights by departure airport, arrival airport, specific route, aircraft type, or specific operators.

10.1.3 Once the flight crew has selected a flight, a confirmation page will appear to verify the selected flight, aircraft type and passenger load. When confirmed, the flight will automatically be added to the crew's schedule under the Flight Ops section.

10.1.4 Flight crews are allowed to substitute equipment within the procedures indicated in Section 9.7.0 of the SOP manual.

10.1.5 When an aircraft type is not available in the drop down menu, it is not reflective of the real world flight operation. Should an equipment switch occur and not changed, please contact an Executive Team member via Discord on #crew_sked_requests or e-mail.

10.1.6 As specified in Section 9.7.0 of the SOP Manual, flight crew are only authorized to bid flights within their privileged aircraft category. Any flight conducted under an unauthorized category will result in punitive measures by the operations department.

10.1.7 Flight crew may **bid a maximum of 5 scheduled flights** 7 days in the past or 28 days ahead (-7/+28 days). Flights are required to be completed within 7 days. Adhoc flights may also be added via the #crew-sked-request channel on Discord 24 hours before or after (-24/+24) the actual date of flight.

10.1.7 Schedules may also be awarded through the Pairing Request feature. This unique option allows pilots to bid for a particular pairing of choice.

10.1.8 Based on the parameters provided, myVAC automatically generates a flight schedule.

10.1.9 Should you wish to process the flight assignment, click "Add flights to schedule" and "Accept" to Flight Assignments section of myVAC.
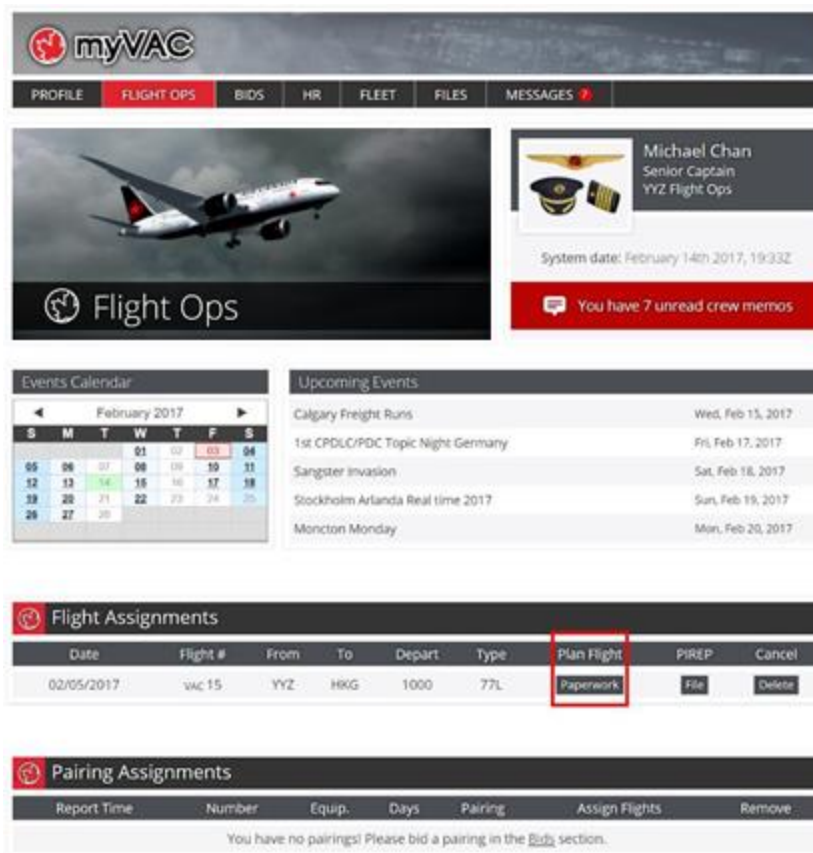
10.2.0 Selected pairing will automatically be added to the Flight Assignment section of myVAC.

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11.0 Pre-Flight and Flight Operations

11.1.0 Use of Briefing Package

11.1.1 Briefing packages are available and should be used for flight planning. It is important to remember that these ***packages are for simulation only and should never be used for real world operations.*** Packages can be found under assigned flights in your myVAC portal. You must have a SimBrief Account (free separate account) to generate the flight plan package.

11.2.0 SimBrief

11.2.1 SimBrief requires an independent username and password from the myVAC portal. For your first visit, you will need to create a new account in order to access your flight briefing. Visit www.simbrief.com and follow onscreen instructions before generating your flight plan package through myVAC.

11.3.0 Routes

11.3.1 When you are ready to consult your briefing package, you will be asked for your flight route if no route has been previously entered in the system. To find the actual route for your flight, you may use www.flightaware.com. You may enter your new route if it has changed from our database.

11.3.2 Pilots who fly online are encouraged to use the actual routes to respect ATC procedures on the VATSIM network.

11.3.3 Direct GPS routes will not be accepted. If no FMC is on board for RNAV routes, load the route in the Flight Simulator GPS via our downloadable routes or by manual entry.

11.3.4 Traditional navigation using airways, VOR to VOR for example, are accepted.

11.3.5 It is not a requirement that you acquire the most recent AIRAC for your FMC/FMS systems, but we do strongly suggest the latest AIRAC for flight operations.

11.4.0 Fuel Requirements

11.4.1 An aircraft operated in IFR flight shall carry an amount of fuel that is sufficient to allow the aircraft:

> (i) Where an alternate aerodrome is specified in the flight plan or flight itinerary, to fly to and execute an approach and a missed approach at the destination aerodrome, to fly to and land at the alternate aerodrome and then to fly for a period of 30 minutes or

> (ii) Where an alternate aerodrome is not specified in the flight plan or flight itinerary, to fly to and execute an approach and a missed approach at the destination aerodrome and then to fly for a period of 30 minutes.

> (iii) In-flight refueling or Unlimited Fuel is prohibited.

11.4.2 Every aircraft shall carry an amount of fuel that is sufficient to provide for:

> (a) Taxiing and foreseeable delays prior to take-off;

> (b) Meteorological conditions;

> (c) Foreseeable air traffic routings and traffic delays;

> (d) Landing at a suitable aerodrome in the event of loss of cabin pressurization or, in the case of a multi-engine aircraft, failure of any engine, at the most critical point during the flight; and

> (e) Any other foreseeable conditions that could delay the landing of the aircraft.

11.4.3 Even though the briefing packages include the amount of fuel required for the flight, it is the flight crew's responsibility to ensure that sufficient fuel has been boarded.

11.5.0 Weather

11.5.1 Your generated briefing package will include the current weather (METARs) as well as all the valid TAFs for your departure airport, arrival airport and alternate airport(s).

11.5.2 It is the Pilot-in-Command's (PIC) responsibility to ensure that all weather information are accurate and valid. The PIC must be aware of all the active SIGMETs and AIRMETs affecting the flight.

11.5.3 Pilots are encouraged to publish any PIREPs via the appropriate Discord channel. PIREPs should be in standard format, but we do accept plain language to help our unfamiliar users. PIREPs will be useful for everyone.

11.5.4 More current weather information can be found at http://flightplanning.navcanada.ca

11.6.0 Minimas

11.6.1 Unless otherwise authorized by the appropriate ATC unit, the Pilot-In-Command (PIC) of an IFR aircraft shall, when conducting an approach to an aerodrome or a runway, ensure that the approach is made in accordance with the instrument approach procedure.

11.6.2 No PIC of an IFR aircraft shall commence an instrument approach procedure unless the aircraft altimeter is set to an altimeter setting that is usable at the aerodrome where the approach is to be conducted.

11.6.3 No PIC of an IFR aircraft shall conduct an instrument approach procedure except in accordance with the minima specified in the *Canada Air Pilot* or the route and approach inventory.

11.6.4 No Pilot-In-Command (PIC) of an IFR aircraft shall, unless the required visual reference necessary to continue the approach to land has been established:

    i) In the case of a CAT I or CAT II precision approach, continue to the final approach descent below the decision height.

    ii) In the case of a non-precision approach, descend below the minimum descent altitude.

11.6.5 Where the PIC of an IFR aircraft conducting an instrument approach does not establish the required visual reference referred to in subsection 10.6.4 the PIC shall initiate a missed approach procedure:
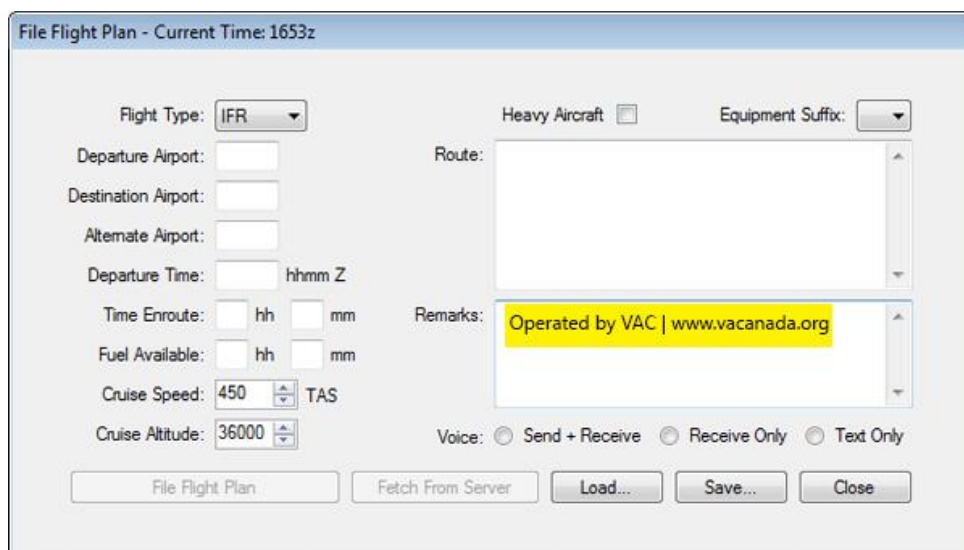
    i) In the case of a CAT I or CAT II precision approach, at decision height; and

    ii) In the case of a non-precision approach, at the missed approach point.

11.7.0 Online Events

11.7.1 Flight Crew bidding for events will follow the same procedure as describe in section 10.1.0 of the SOP manual. Events will be announced periodically throughout the year with specific information regarding the departure airport(s), arrival airport(s) and/or specific routings.

11.7.2 All flight crew members bidding and acting as Pilot-In-Command (PIC) or Second in Command (SIC) for a flight on the VATSIM network are obliged to follow all specified regulations and instructions under the authority of VAC, the VATSIM network and any third party present.

11.7.3 As part of our agreement conditions with VATSIM while using their network, it is mandatory that **all flights** begin with a real world callsign (ex. ACAxxxx, ROUxxxx, JZAxxxx, etc). The pilot must also state in the Remarks section of the flight plan: "**Operated by VAC | www.vacanada.org**" in the textbox field when filing a flight plan. Failure to comply will result in a reminder from the Executive Team.

11.7.4 Pilots participating in online events do not have aircraft type rating restrictions when flying on the VATSIM Network. However the aircraft type must be within current VAC fleet.

11.7.5 We do require each member participating to include the following in the Remarks section of your Flight Plan when connected to VATSIM

//Operated by VAC | www.vacanada.org //

11.7.6 Special Online Events not on the VAC schedule may be granted provided the following information is sent to a Flight Dispatcher for approval. The e-mail or Discord request via #crew_sked_requests must also indicate which event you will be participating.

- Event Name:
- Pilot Name:
- Employee Number:
- Base:
- Flight Number: ACA/JAZ/ROU + 2 + last 3 digits of your employee number.
- Date:
- From (IATA):
- To (IATA):
- Departure Time (local):
- Arrival Time (local):
- Equipment Type:

11.7.7 Pilots are required to comply with the following conditions when flying on the VATSIM network. More information on the VATSIM Network can be found at www.vatsim.net

- All online flights are recorded with VACARS after online event assignment has been approved.
- All group flight events are flown on the VATSIM network.
- Ensure you have all charts available for your flight.
- Members must comply with all applicable VATSIM policies and procedures. This includes professional conduct with VATSIM air traffic controllers and supervisors.
- Pushback from gate is at own discretion unless otherwise advised by online ATC.
- Takeoff between aircraft when no ATC is available: 2 minutes for narrow-body and 3 minutes for wide-body for aircraft separation.

11.8.0 Special Assignment

11.8.1 Special Assignments may be authorized through e-mail by a Senior Base Director or an Executive Team member under special circumstances such as real world special event or fly-ins organized by VAC. These assignments will appear directly in the crew's schedule once assigned by the supervising authority.

11.8.2 Ad-hoc flights submitted to our management team will be reviewed and verified. Equipment type must correspond with real world flight operations and no substitution aircraft type may be used. Flight requests will be processed via e-mail or Discord (Dispatch on duy) at #crew_sked_requests within a 24 hour period -24/+24 of scheduled departure). Please give yourself additional time before the flight prior to submitting your request.

11.8.3 Pilots participating in online events do not have aircraft type rating restrictions when flying on the VATSIM Network. However the aircraft type must be within current VAC fleet.

11.8.4 We require each member participating to include the following in the Remarks section of your Flight Plan when connected to VATSIM:

//Operated by VAC | www.vacanada.org //
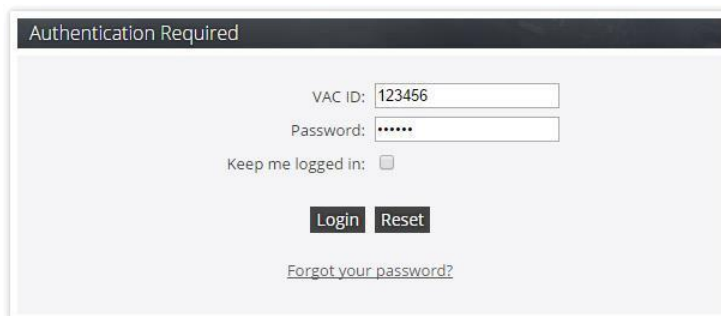
11.9.0 Historical Flights

11.9.1 In order to maintain the spirit of real-world operations, VAC does not permit the substitution of the current fleet for historical fleet on scheduled flights under Mainline, Leisure, and Express banners.

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12.0 VACARS Operations and Guide

12.1.0 Downloading VACARS

12.1.1 In order to have access to the VACARS system, you must first log on to myVAC portal using your employee ID and password.

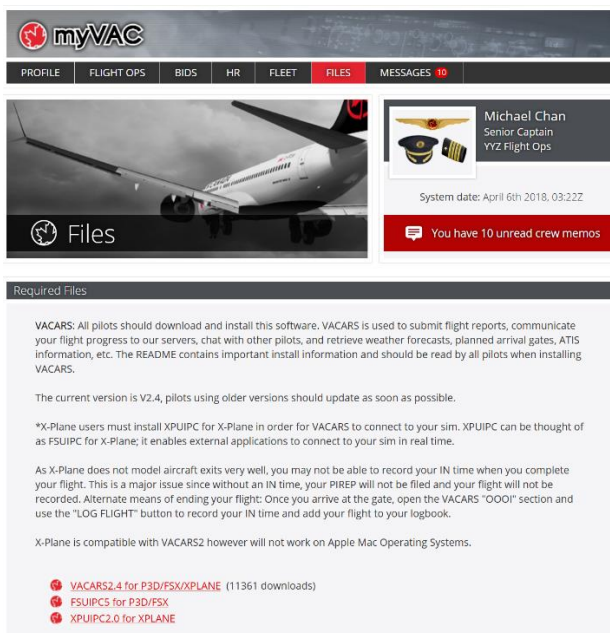**12.1.2** Once you have logged on, you will be able to find the VACARS application under the 'Files' tab. VACARS runs on P3D, XPlane and FSX platforms. Download the applicable UIPC for your system.

12.1.3 To install, you must carefully read the onscreen instructions and make sure the system is installed in your flight simulator main folder.

12.1.4 For any questions concerning the installation, please refer to the crew forum at www.vacanada.org/forum for further assistance.

12.2.0 VACARS Procedures

12.2.1 The Pilot-In-Command must launch VACARS at the departure gate prior to pushback. The flight must also end with the aircraft parked at the arrival gate. VAC monitors OOOI times for compliance. Failure to comply will result in temporary suspension and may lead to termination.

12.2.2 The VACARS system works in conjunction with the myVAC system. To initialize a flight in the preflight page, you must already bid a flight using the myVAC system. The system status is displayed in the lower right hand corner of the VACARS system. Only when the status is showing "**SYSTEM RUNNING**" are your departure/arrival times being tracked and transmitted to your logbook.
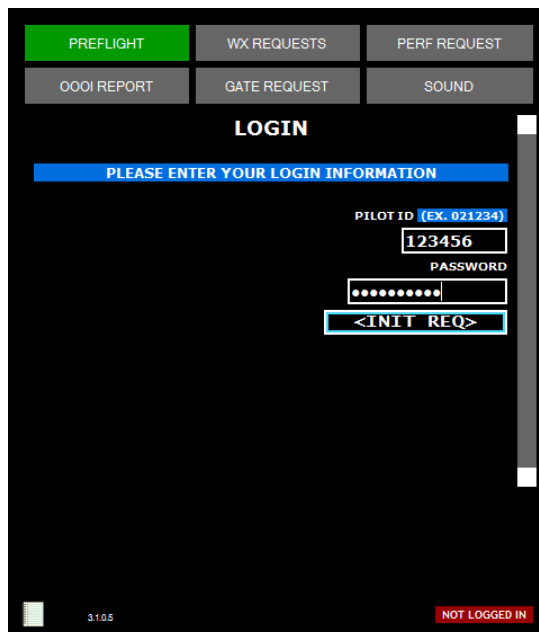
12.2.3 Pilots shall load Flight Simulator and double click on the VACARS shortcut on the desktop to launch the system (the order they are loaded in should not matter). At this point, the VACARS status should indicate "**NOT INITIALIZED**" if you are still on the FS create a flight screen.

12.2.4 Once you actually start a flight by clicking the "Fly Now!" button, the "**NOT INITIALIZED**" should change to read "**FS LINK FAILED**" as the VACARS system connects to your simulator.

12.2.5 If the status does not change within 30 seconds and still shows "**FS LINK FAILED**" you have likely not registered VACARS with the aircraft you have loaded and should re-run the CONFIGURE VACARS tool (can be run via the Start Menu/VACARS folder).

12.2.6 The system status updates once every 30 seconds, so it might not update immediately after you click "Fly Now!" Give it 30 seconds and check it again to make sure it successfully connects to FS.

12.2.7 Select the LOGIN page and enter your VAC ID and Password. From there you will be able to select the flight according to the bids placed on the website by clicking on INIT.

12.2.8 If the initialization is successful, the system status should update to show "**SYSTEM RUNNING**" within 30 seconds.

12.2.9 The pilot can now fly the flight normally. There is no requirement to run FS in windowed mode unless you want to bring up the VACARS system during the flight to make weather requests, cabin crew announcements or use the message system.

12.2.10 The VACARS system **MUST remain open (it can be minimized but NOT closed)** for your departure / arrival times to be transmitted. If you close it by mistake, simply restart the VACARS program and it should remember your flight data (the SYSTEM RUNNING status should remain).

12.2.11 When the pilot arrives at the gate and wishes to end the flight, signal this to the VACARS system by setting the parking brakes and opening the main exit (Shift + E by default). Once this is done, within 30 seconds the VACARS system should file the PIREP and display "Report Filed".

12.2.12 Never close VACARS or your flight simulator until the system displayed "Report Filed", otherwise your report might be lost and a manual PIREP will be necessary.

12.3.0 Manual Pireps

12.3.1 You may file your flight after completion using myVAC portal in case there is an issue with the VACARS system. In order to do so, you must log on to your portal using your employee ID and password. Under "Flight Ops", you can chose to file your flight by clicking on the "File" button with the corresponding flight.

12.3.2 Manual filing is accepted, but **<u>limited to two (2) flights per month</u>**.

    i) Manual filing is considered a backup system only.

    ii) Manual reports are approved by the Senior Director, Base Operations

12.3.3 In order to minimize false reports, all manual flight reports will be reviewed by the operations department.

12.4.0 Flight Recording

12.4.1 VACARS3 automatically records flight data and produces a KML file when the flight has been submitted. Pilots may download the KML file via their profile page to import into mapping software such as Google Earth.

12.4.2 Flight data is restricted to member's view only and is not visible on a member's public-facing profile.

12.4.3 Flight data is not available for flights reported using the Manual PIREP system.

13.0 Flight Dispatch Operations

13.1 Standard Operating Procedures

13.1.1 Flight Dispatch department has been implemented as a new service to help the Pilot In Command (PIC) in performing their flights more efficiently and a big step towards real life Flight Operations.

13.1.2 Flight Dispatch SOP has been produced as a new guidance material to guide Flight Dispatchers on how to perform their duty and understanding their duties and responsibilities.

13.2 Bulletins and Memos

13.2.1 At any time there is an immediate need to amend the manual a bulletin will be issued under the authority of the Executive Vice President & Chief Commercial Officer or the Vice President, Systems Operations Control until the updated manual will be released.

13.3 Duties and Responsibilities

13.3.1 Vice President, Systems Operations Control

- Provide day to day administrative, functional and technical directions to Flight Dispatch organization.
- Responsible for the development and implementation and enforcement of Flight Dispatch functions, to maintain efficient standard of operation.
- Ensure that the Flight Dispatchers are provided with the suitable knowledge, training and all necessary material required to perform their duty.
- Liaise with the Executives and assist on development and improvement of the Flight Operations Standards as needed.
- Responsible of maintaining and amending Dispatch manuals.

13.3.2 Dispatcher Requirements

- Being a VAC pilot for at least one year with a minimum of 100 VAC hours.
- Being an active VAC pilot.
- The ability to read METAR, TAF and NOTAMs.
- The ability to read Enroute charts.
- The ability to read airport charts (SIDs, STARS, Ground Charts, etc).
- The ability to read and interpret of weather charts is an asset.
- Flight operations or aviation background is an asset.

13.3.3 Dispatcher Duty

The dispatcher is to provide the Pilot-In-Command (PIC) in their pre-planning, departure, en-route and arrival as needed with any information that helps to operate the flight safely and efficiently.

13.3.4 Basic information to be provided by the dispatcher consists of:

- Latest weather for origin and destination.
- Active runway.
- Departure / Arrival gate as needed.

13.3.5 Extra information or services that might be provided to the PIC at the dispatcher's discretion and if requested by the PIC, it consists of but not limited to:

- Formulate a flight plan or provide a routing as needed.
- Provide Takeoff or landing runway performance if able (MOTW / MLW, takeoff and landing data).
- Runway conditions (Dry, Wet or Contaminated).

13.3.6 Responsibilities of Dispatcher:

- The Dispatcher is only available to provide the PIC with information they need to perform their flight more efficiently.
- The Dispatcher is not to be held responsible of any incident that might affect the flight.
- It is the PIC sole responsibility to decide the safest course of action to be taken, and the final call to perform their flight safely.

13.4 Ways of Communication

13.4.1 Communications Method

- Text (Discord: AIRLINE OPERATIONS DISPATCH #Text_Dispatch)
- Voice (Discord: AIRLINE OPERATIONS DISPATCH Channel #Dispatch 129.87)
- The dispatcher will choose to go for Desk A or B based on availability.

13.5 Dispatcher Briefing

13.5.1 The briefings are an additional task to add more realism and might include but not limited to:

- Pre-planning, departure, enroute, and arrival.
- Where the dispatcher might provide the gate number, significant weather changes or runway closures etc.
- Briefing the pilot about the active runway as well as the expected runway based on the direction of the flight at some airports.

13.6 Conflicts and Resolutions

13.6.1 Any conflict between the Dispatcher and the Pilot-In-Command should have the matter raised with the Vice President, Systems Operations Control.

- Appropriate actions will be taken for any inappropriate behavior based on the Standard Operating Procedures (Point 8.31).

13.7 Useful Links

NAV Canada OIS (Active Runways):

https://extranetapps.navcanada.ca/ois/ois.aspx

NAV Canada Aviation Weather (Canadian Weather/NOTAMs):

https://flightplanning.navcanada.ca

NOAA (Worldwide Weather/NOTAMs):

https://aviationweather.gov/metar

Jeppesen Weather (En-route Weather):

http://ww1.jeppesen.com/aviation/personal/ain-weather.jsp#

Skyvector:

https://skyvector.com/

Flight status (Dep/Arr Gates):

https://www.aircanada.com/ca/en/aco/home/fly/flight-information/flight-status-results.html#/home:

Flight status and actual Routings:

https://flightaware.com

Toronto Terminal 1/3 Gates (To be cross checked with YYZ Gates Chart Below):

T1

https://www.torontopearson.com/uploadedImages/Pearson/Content/To_and_From/Maps/Terminal1-AfterSecurity_May2017.png

T3

https://www.torontopearson.com/uploadedImages/Pearson/Content/To_and_From/Maps/Terminal3-AfterSecurity_May2017.png

14.0 Contact Us

14.1.0 General Inquiry

14.1.1 We invite you to contact us through our general e-mail at contact@vacanada.org, Discord Platform or via webform.