

Waterloo Wellington Flight Centre

Client Access Agreement and Manual

Version 2.7
June 2024



Waterloo Wellington Flight Centre

History

Welcome to Waterloo Wellington Flight Centre (WWFC) and thank you for choosing this flight centre as your professional institution.

Founded in 1932 at Lexington Field in North Waterloo, WWFC has deep roots in the Waterloo region and aviation industry. Originally established as a flying club, it continued to grow over the years to become a driving force behind the development of the Waterloo Airport in its current location in 1950.

Today, WWFC offers a state-of-the-art facility that is partnered with Conestoga College and the University of Waterloo aviation programs, which offer industry recognized training to individuals seeking a career in aviation. WWFC also strongly supports the general aviator; training private pilots, supporting rental clients, engaging with the COPA 26 chapter and participating in a wide variety of community events.

WWFC is a not-for-profit corporation that employs more than 100 full and part time employees and is governed by an eight-member volunteer board of directors. The mission of WWFC continues to provide members of the aviation community with the opportunity to pursue their goals supported by the highest quality resources and in the safest environment.

Message from the General Manager

I would like to welcome you to WWFC. You are joining one of the top flight centres in Canada.

At WWFC you will find dedicated staff who work hard to provide members of the aviation community with the opportunity to pursue their goals. We have a broad range of flight training options, including aviation programs partnered with Conestoga College and University of Waterloo, as well as many partnerships and career pathways with major and regional airlines.

WWFC has been experiencing a substantial growth in the past five years. The pilot shortage that is frequently in the news has spurred more interest in aviation as a career and for recreation as well that it has boosted application numbers across the board.

WWFC is also a strong supporter of other aviation programs and organizations, such as The Northern Lights Aero Foundation, Elevate Aviation, Canadian Women in Aviation and Air Transport Association of Canada, among many others.

We're also active in the community through many outreach events and special events, such as Girls Can Fly, Aviation Fun Day, The Webster Memorial Trophy Competition, the WWFC Open House, and the annual WWFC Golf Tournament. If you are looking for volunteer and networking opportunities, we would be happy to hear from you.

We look forward to having you join us.

Sincerely,
Bob Connors
General Manager

Client Access Membership

As a client of Waterloo Wellington Flight Centre you will be part of one of the most progressive and prestigious flight centres in Canada. You will be entitled to numerous benefits:

- Large, modern fleet of aircraft & simulators
- Professional and courteous staff
- Online aircraft and instructor scheduling system (Wingman)
- College and University affiliation (Conestoga College/ University of Waterloo)
- Instruction for private pilot licence and part time commercial pilot programs
- Aircraft rentals including long range and extended rentals
- Level 2 Transport Canada approved simulator
- Modern facilities & flight planning equipment
- Private briefing rooms/classrooms
- Modern restaurant facilities (catering also available)
- In house pilot's shop/gift shop – The Pilot Shop
- PE Private Flight Test Examiner available on short notice
- Annual open house events
- 10% discount on our hourly maintenance charge
- 10% discount on WWFC drone courses
- Free parking
- Discounted TC exams
- Study spaces
- Monthly e-newsletters and Annual Report
- Sustaining membership eligibility after one year of membership subject to Board of Director approval
- Free seminars and lectures
- Discounts at local stores
- Meeting room facility rental
- Reduced insurance deductible of \$2500.00 should damage occur during their rental of an aircraft

This Agreement

The Client Access Agreement & Client Manual covers much of the required information for new pilots starting their flight training at Waterloo Wellington Flight Centre. To complete the necessary requirements for the Flight Training Program Outline, this booklet is given in association with the Transport Canada Study and Reference Guide, Flight Test Standards and the selected training sheet outlining cost and requirements for the license or rating. Electronic versions of the Study Reference Guides and Transport Canada Flight Test Standards can be obtained electronically at: www.tc.gc.ca. Details of program names, associated costs, and minimum age, medical fitness and skill/knowledge of specific training programs can be found at www.wwfc.ca

The CFI retains the right to impose any additional safety limitations on any flight. The CFI retains the right to exempt any pilot from any rule or regulation where he/she believes safety will not be adversely affected.

Please review the following prior to training at WWFC:

- ***WWFC Client Manual and Client Access Agreement;***
- ***The Transport Canada Study and Reference and Flight Test Standards for the course interested in***
- ***enrolling; and***
- ***The applicable cost/requirement Info.***

Once completed, sign the last pages of this package indicating acceptance of WWFC policies and procedures. If you have any questions, please contact the CFI.

Client Code of Conduct

Clients acting as Pilot-in-Command (PIC) are responsible for complying with the Canadian Aviation Regulations, operating aircraft in accordance with manufacturer limitations, and adherence to WWFC operational rules and procedures contained in the Flight Training Operations Manual.

Clients are prohibited from using Waterloo Wellington Flight Centre's aircraft for flights where remuneration is provided. This may include but is not limited to use of aircraft for; scenic flights, flight training, or any other flights that may compete with the services offered by the Waterloo Wellington Flight Centre. Should any client be found not complying with these rules, their client access may be terminated without notice.

All Clients have a right to be in an environment that asserts the personal worth and dignity of each individual. In order to achieve this objective, WWFC will not tolerate any form of discrimination and/or harassment in its employment, educational, or business dealings. Every client has the right to file a complaint of discrimination/harassment and has an obligation to conduct themselves in a professional and appropriate manner. Complaints can be directed to either the GM or Associate Manager and will be kept confidential.

Waterloo Wellington Flight Centre is committed to excellence in serving all customers including people with disabilities.

WWFC understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. Clients can find this full policy on our website at wwfc.ca.

WWFC General

- All pilots of WWFC aircraft must follow safe training practices for defined flight maneuvers. A table detailing these maneuvers and restrictions can be found in the Client Manual or in the Flight Training Operations Manual Section 2.23.
- No person shall operate a WWFC aircraft over water and beyond gliding distance to land except during take-off and landing.
- Spins and/or spiral dives are only permitted with a WWFC instructor on-board.
- Aerobatic flights are not permitted without authorized staff on-board or by authorization of the CFI/ACFI.
- Pilots are restricted from engaging in formation flying and taking off or landing in formation. The CFI/ACFI may permit these exercises on occasion to properly trained pilots.
- WWFC aircraft are prohibited from operating at airports with unpaved runways or with no winter maintenance unless authorization has been granted by the CFI.
- Manipulation of the flight controls from the right seat is permissible in the following circumstances:
 - When the PIC is a flight instructor employed by WWFC
 - When the PIC is a pilot examiner
 - When authorized by the CFI or Duty Pilot
- In all other circumstances, the PIC shall fly from the left seat and be the sole manipulator of the flight controls.

Fit for Flight

WWFC takes fitness for flight very seriously. Compliance with this policy is a condition of WWFC operations. Violations of this policy may result in disciplinary action, including but not limited to termination of client privileges.

Clients who use or are under the influence of alcohol or drugs at the Waterloo Wellington Flight Centre are a risk to themselves, their instructors, our clients and everyone else potentially affected by their training.

Fit for flight means a physical and mental state without impairment due to the use or after-effects of alcohol, drugs (e.g. legal, illegal, prescribed/over-the-counter medication) or other health conditions, which allows the student to perform safely and effectively.

All clients are required to:

- Be fit for flight at all times while at WWFC.
- Refrain from consuming, possessing, purchasing, selling, distributing or engaging in any other conduct involving alcohol, drugs (legal or illegal), and/or drug paraphernalia while on the premises.
- Refrain from consuming alcohol within twelve (12) hours prior to a flight.
- Refrain from consuming **any** potentially impairing drug within twenty-four (24) hours prior to a flight.

Cannabis: In addition to the above, WWFC has adopted the Transport Canada and industry standard towards cannabis use. All staff/clients must not use cannabis within twenty-eight (28) days prior to a flight.

“Effective June 13th, 2019 The *Canadian Aviation Regulations* (CARs) require fitness for duty and that no person shall act as a crew member of an aircraft, air traffic controller, or flight service specialist while using or under the influence of any drug that impairs the person’s faculties to the extent that aviation safety is affected.” For further details on the CAR’s please refer to sections 602.02, 602.03, and 801.01.

A reminder that all WWFC vehicles, aircraft and facilities are strictly non-smoking and that specific restrictions are in place by law (e.g. prohibited in proximity to shared doorways) and by lease/policy (e.g. cannabis smoking is not permitted outside while on WWFC property).

Safety Program

WWFC maintains a Safety Management System (SMS) for flight operations. Through this system, WWFC aims to identify hazards to safety and reduce risks as much as possible.

All pilots involved in operating WWFC aircraft are required to participate in this system by:

- **Submitting SMS reports (found on our website at wwfc.ca)** for any aviation occurrence, near-miss, regulation
- or rule violation, or any other situation that the pilot believes is safety relevant
- Meeting with WWFC personnel as requested in a safety occurrence investigation
- Completing any remedial training assigned as corrective actions

Aircraft may be equipped with ‘tracking/recording devices’

- *Flight data is intended to be used by flight instructors, students and licenced pilots as a debrief tool for their flights. The data will also be reviewed by the WWFC Management Staff in the event that an automatic alert is generated, or an aviation occurrence is reported or suspected to have occurred.*
- *Without the consent of the person(s) concerned, WWFC may not share access to recorded data with any individual who does not meet the access criteria listed above, except in the case of an aviation occurrence or accident. If information is recorded that is deemed pertinent to cause in an occurrence investigation, recorded data may be shared with the assigned Transport Canada Civil Aviation Inspectors either in whole or in part. In the event of an aviation accident, all recorded data and the physical device will be surrendered to the Transportation Safety Board on their request.*
- *If a WWFC aircraft is equipped with a device, it may only be removed or disabled by WWFC authorized personnel.*

Using WWFC Aircraft

Check Outs on Aircraft Types

Prior to any solo/rental flights, all pilots shall complete the type specific open book exam and ensure a copy has been submitted and placed in their file. Clients will then need to complete a checkout form and have an instructor sign off.

Making a Booking

Bookings can be made in consultation with your instructor or online. You will be given Wingman access credentials once you are a current year client once annual client access fees have been paid.

There are two types of bookings:

TRAINING FLIGHTS: Must be signed out by an instructor.
Pre-PPL (student pilot with a student pilot permit only) dual or solo
Training flights: Modular or program students dual or solo.
Extended training flights: cross country, over 4 hours, trans border, overnight (dual or solo)

RENTAL FLIGHTS: Are signed out by dispatch (Cannot count towards training time in a PTR)
Extended rental flights: cross country, over 4 hours, trans border, overnight

An **extended rental approval form** must be completed by the client and reviewed and approved by the Duty Pilot. These forms are found in the flight planning area of Waterloo Wellington Flight Centre or on our website at wwfc.ca. **Extended rental requests must be submitted at least four days prior to before departure and are subject to approval.**

Arriving for Bookings & Getting Dispatched

All clients and instructors are expected to arrive 5 minutes prior to their booking time. This ensures enough time is given to complete any flight planning or pre-briefing so that you're prepared to depart at your booked time. Also, please be considerate of the other clients when returning the aircraft by ensuring that you are on time and the aircraft is left neat and clean.

If you're more than 15 minutes late for your booking, your aircraft and/or instructor may be dispatched to another client.

Flight Authorization

No person shall take an aircraft without first being authorized by an instructor or dispatch.

Each client is responsible to ensure that all relevant licensing and other documentation is current and carried with them. When a client is signed out at dispatch he/she is making a legal declaration that they are conforming to all regulations pertaining to the flight.

An **instructor must sign out all student training flights** which are to be entered into a student's pilot training record (PTR). This includes solos and dual flights, even with your own aircraft. Clients must have their pilot permit and PTR and/or license, medical certificate and radio license available for every flight. Electronic signatures are required prior to any flight and instructors must be on site to sign students out.

Licensed pilots conducting a rental flight should be aware that a dispatcher may request to inspect a pilot log book, license, medical and radio operators' certificate before each flight. All client accounts must be in good financial standing.

A flight package including weight and balance, extended rental approval form, flight plan and other required information shall be signed submitted before any flight. Most of the required information is handled in **Fleet Captain**. A **WWFC flight authority** form must be completed in full for each flight, as these documents replace individual entries normally placed in the aircraft's journey logbook.

All pilots shall accurately record HOBBS start time, HOBBS time, uptime, downtime and airtime, and record them on the forms where appropriate. Trips with engine shutdowns shall be signed out and recorded with each stop as a separate flight.

Flight plans must be filed for all day or night flights to other airports or flights greater than 25 nm from CYKF.

Taxiing & Parking Aircraft

Taxi speed on Apron II (WWFC Apron) should be at a brisk walk pace. Please slow down and take your time, especially on our congested apron.

When parking aircraft please use the yellow painted lines to line up the wheels. Be cautious when manoeuvring on the ramp. We have had a few damaged wing tips due to pulling in too close to a building or pole. Repairs can be costly and take time, which may take a plane offline for a number of days.

If needed, get out of the plane and use a tow bar to push it into place.

Winter Operations

Always remember to remove cowl plugs before starting the engine.

Cowl plugs are to be installed after your flight when the temperature stays below -7 .

Any frost, snow and/or ice on the wings needs to be removed from the aircraft. Brushes are supplied in both hangers and can be used by clients. Anything requiring more than the brush, please ask dispatch for assistance.

Remember to check your breather tube during the walk around to ensure that it is not blocked.

Please do not excessively crank the engine – the newer lighter weight starters burn out easily.

If you are attempting to start an engine and it doesn't start contact maintenance for assistance.

Aircraft Currency

Students who do not have their Private Pilots License must fly a minimum one hour every 14 days. If more than 14 days have lapsed a check ride with an instructor is necessary.

The WWFC Client Manual outlines currency rules that apply to all clients. Occasionally, these rules may be waived, at the sole discretion of the CFI/Duty Pilot.

As a general guideline, you must have flown the specific type of aircraft within the past 60 days in order to be current on that type. See the Client Manual for complete details.

To assist clients with overdue currency, WWFC will waive the instructor fee once a calendar year for a circuit check as part of the privileges of your Client Access. Please arrange your check with the CFI to take advantage of this program.

Preflight Inspection (Walk-Around)

All pilots must inspect and ground check the aircraft prior to flight and agree not to take-off unless the aircraft is airworthy. In addition, pilots must operate the aircraft within the limitations set out in the POH, CAR's, the Aeronautics Act, WWFC rules, and any other laws or statutes of countries whose airspace is entered.

Defect Reporting

Any defects discovered on the aircraft shall be immediately reported thru dispatch to the maintenance department and/or the Duty Pilot. All defects shall be entered in the journey log and must be rectified by the approved procedures outlined in the WWFC Maintenance Control Manual (MCM). The MCM details the requirements for defect reporting and deferral of items. The deferral log specifying deferral times and items under deferral can be found on the first page of the aircraft's journey log

If you are a student pilot, unsure or inexperienced in dealing with snags, please consult the duty pilot or an instructor for assistance.

Cancellation of Bookings

If any booking is cancelled by you **with less than 24 hours' notice**, a charge of 1.0 hour ground instruction may be billed to you, unless the cancellation is weather-related or due to extenuating circumstances. Clients must coordinate with instructors to avoid cancellation fees.

No-Shows

If you do not show for a booking, you may be billed for 1.0 hours of ground instruction time up to the daily minimum for an extended rental. You **must** call to cancel even if it is weather related.

In the event that the client has three "no show" charges, WWFC reserves the right to impose further financial sanctions, or ground the client until a meeting with the instructor and/or management resolves the issue.

Landing Fees

Certain airports charge a landing fee. The clients should be aware of this and try to pay the fee at the arrival airport. Any charges billed to WWFC will be billed back to the pilot and are subject to an additional administration fee of \$7.50 for dispatch processing.

Headset Rental

Headset rentals are available on a first-come, first-served basis for an additional cost. Headsets are available for purchase in The Pilot Shop.

Aircraft Fuel

Aircraft are rented at the "wet rate" which includes the price of fuel.

Any fuel purchased at another location will be reimbursed to the client at Summit Fuels billing cost to WWFC at the time of purchase. Reimbursements may take up to two (2) weeks to process and all funds will be placed on the clients account. The amount of reimbursement may be less than the cost of fuel enroute.

Payment Policy and Methods

WWFC does not provide credit to clients. Accounts must be paid in full upon the completion of all flights, instruction and SIM. Clients whose accounts are in arrears will be denied service until the account is settled. Corporate accounts may be approved by the General Manager on an individual basis. Delinquent accounts are subject to interest charge of 1.5% per month and may be sent to collections, if all other attempts to collect are unsuccessful.

Program students must have funds on deposit.

Preferred payment methods are: Cash, Debit and Online bill payments.

Other methods of payment options are: Cheque, Wire transfers, Visa, MasterCard, and Amex.

NSF cheques and wire transfers are subject to a \$25.00 service charge.

US funds are accepted at par.

For the protection of our clients, credit cards will not be held on account or taken over the phone.

Requesting Funds Off Account

Deposit accounts are calculated to meet the needs of the training costs only

Should a client have a balance owing at time of completion of their training. WWFC will withhold sign-off documents or certification of PTR's until accounts are settled in full.

Refunds on account balances are subject to management approval. Typically refunds of account balances are only issued upon completion or termination of training. Allow two (2) weeks for processing. Client Access fees are not refundable.

Use of Personal Aircraft for Training

As a private aircraft owner, you may choose to complete your training in your own aircraft. Prior to scheduling training follow the steps below:

1. Contact our CFI or ACFI to determine if we have staff competent and ready to fly the type and model of aircraft. We will need to know details about the aircraft, approximate frequency of training sessions per week you would like to do and if you have any special type of training you would like to complete. Note: We do not offer tail dragger, float or high-performance training.
2. You will also need to declare if you have had any accidents or violations as a pilot. This will need to be kept on your student file.
3. You may be required to have your aircraft inspected by our AMO to determine if there are any outstanding maintenance issues with the aircraft.
4. Supply WWFC with a current copy of your insurance endorsed to cover, Waterloo Wellington Flying Club & staff. The insurance companies normally will create a one-page summary with our company named as an additional insured. No additional cost is incurred with most insurers.

Once training begins, you will be covered under our operational control system which provides you with flight following, safety and training authorizations towards ratings and licenses. **Each flight will need to start and complete at dispatch.** Upon arrival at dispatch, you will meet up with your assigned Instructor to begin the lesson. All training flights will require the instructor and student to initially brief on new exercises, objectives to be covered for the and conclude with a post flight de-brief on the results of the lesson. Completion of each flight will require you to return to WWFC to record the final times and settle up on any funds owing. Results will then be entered into the student's Pilot Training Record (PTR) which will be retained at our organization and completed by the training Instructor. PTR's will be given to students upon request.

NOTE: ALL TRAINING FLIGHTS (DUAL & SOLO) NEED TO BE AUTHORIZED BY A FLIGHT INSTRUCTOR FOR THE PURPOSE OF ENTERING THE DETAILS INTO A PILOT TRAINING RECORD. Any flights that are not entered into our daily flight records will not be recognized by Waterloo Wellington Flight Centre for training or certification.

Tuition Tax Credit Forms

In 2019 CRA changed the process for tuition tax credits. We will be issuing tax credits only once a year, on or before the last day of February. Tax credits are issued on a T2202 form and filled directly to the CRA, you can expect to receive your copy in person or by mail. ****Please note that your Social Insurance Number (SIN) is now required to be on these forms.****

To be eligible to receive a T2202 you must meet the following criteria:

- Over the age of 16 before the end of the year;
- Meet the requirements of a qualifying student (qualified student must be in a full-time accredited program,
- CC/UW/ATPL **OR** be a part time student with **no less than 12 hours** of instruction in each month);
- **AND**
- Are in a qualifying educational program (qualifying educational program must be at least three consecutive
- weeks with a minimum of 10 hours per week) **OR** in a specified educational program (specified education
- program must be at least three consecutive weeks but **does not** need to meet the 10 hour per week
- commitment).

Tax credits will be issued for the minimum requirements for a licence or rating outlined in the Transport Canada minimums for private students. Any hours above the minimums cannot be included for tax purposes. Aircraft training in a private aircraft or paid by a third party will not be eligible for a tax credit.

Tax forms will be issued only for amounts over \$100. Please refer to the Canada Revenue Agency form at www.cra.gc.ca form T2202 or call 1-800-267-6999 for more information. **Please note: Only if the student is pursuing their pilot's licence for commercial purposes are they eligible to claim their Private Pilots Licence as tuition tax credit.**

Closed Circuit Cameras

WWFC is committed to balancing the safety and security benefits derived from the use of Closed Circuit Television (CCTV) with an individual's right to be free from invasion of privacy.

Personal information is collected for security purposes in and around facilities that are operated by WWFC to ensure the safety and security of clients and visitors. CCTV cameras are continuously recording but only periodically monitored by authorized personnel.

Access to CCTV equipment, images, and recordings shall be restricted to authorized personnel for purposes that are consistent with the purposes of collection and use only.

Post-event, WWFC may use CCTV recordings to assist with the investigation and resolution of the full spectrum of facility related incidents, claims and complaints and to assist with responding to requests from law enforcement agencies that are for evidentiary or investigative purposes.

(See last two pages for Client Access Application)

Company Policies – Flight Training Program Outline (Client Manual)

Welcome to Waterloo Wellington Flight Centre and thank you for choosing this Flight Centre as your professional training institution. This manual will assist you in knowing the important procedures here at the Flight Centre and should serve as a guide to you through your experience.

We are excited to have you here as a client and are eager to make your time here a memorable one.

Our Vision

To be the most respected flight school in Canada, providing excellence in training, equipment and facilities creating the highest degree of customer satisfaction and success.

Our Mission

The mission of the Waterloo Wellington Flight Centre is to provide members of the aviation community with the opportunity to pursue their goals supported by the highest quality resources in the safest environment.

Our Values

Dedication to customers
Respect and recognition
Commitment to a culture of safety
Leadership and innovation
Collaboration and camaraderie
Honesty and integrity
Accountability to our stakeholders
Open communication

This Document

The Client Manual was written to provide clients with more detailed information that is critical to their success and is meant to be a supporting document to the Client Access Agreement. This document accompanies the Client Access Agreement.

Throughout this document you will find topics covered such as: Fleet, scheduling, making bookings, aircraft currency rules, weather, and more. For client policies and WWFC code of conduct please reference the Client Access Agreement.

WWFC Operations

As a large complex organization, it is vital that all staff, students and customers are aware of the policies and procedures that are in place at WWFC. The following are a brief summary of the documents that outline operations here at WWFC. They are accessible to pilots for reference in the library behind dispatch. They include:

1. WWFC Flight Training Operations Manual/Training Manual
2. WWFC Maintenance Control Manual
3. Flight Instructor Guide (Transport Canada)
4. Human Factors for Aviation (Transport Canada)
5. Flight Training Manual (Transport Canada)
6. Current Charts and Maps for Operations
7. Aviation Information Manual (Transport Canada)
8. PCC Program Syllabus Documents (If applicable)

Electronic versions of the Study Reference Guides and Transport Canada Flight Test Standards can be obtained electronically at: www.tc.gc.ca. Details of program names, associated costs, and minimum age, medical fitness and skill/knowledge of specific training programs can be found at www.wwfc.ca.

General Information

- WWFC is open seven days a week. Our hours of operation can be found on our website wwfc.ca. At times we will close early based on weather. You can get flight status updates live by following us on twitter.
- Twitter/X - user name @wwfcstatus
- Day/Night times are posted on the authorization board and are regularly updated. All non-night rated pilots need to be on the ground one hour prior to sun down (Unless working on a night rating).

Private Pilots Licence and Stand-Alone Training

- A new client orientation and briefing meeting will be done by our customer relations manager, during this orientation you will be paired with your flight instructor
- Training plans will be set up, implemented and monitored by our Team Lead and/or the assigned flight instructor

Program Students

- All training will be conducted according to syllabus and program outline
- New student briefing and orientations will happen throughout the program

Instructional Staff

WWFC employs over 50 plus highly qualified Transport Canada licensed Instructors. From classes 1 through 4, they are professionals that provide the highest caliber of instruction and strive for you to be successful.

The Fleet

Waterloo Wellington Flight Centre is proud to offer a large variety of aircraft for its customers. The models currently operated are:

Cessna 152's
Cessna 172N's
Cessna 172S's

DA-40's
Piper PA-44's Seminoles
Piper PA28R's Arrows

ALSIM ALX – Level 2+ Transport Canada Approved

The ALSIM ALX at WWFC provides six different aircraft types and covers the entire flight training curriculum from A to Z: PPL to MCC, including jet transition training.

It offers the following flight models:

- Single piston, constant pitch propeller and fixed landing gear, with classic or EFIS instrumentation (i.e.C172)
- Single piston, variable pitch propeller and retractable landing gear, with classic or EFIS instrumentation (i.e.PA28R)
- Twin piston with classic or EFIS instrumentation (i.e. Piper Seminole)
- Light twin turboprop with EFIS instrumentation (i.e. King Air 200)
- Medium twin turboprop with EFIS instrumentation, complex systems and dual FMS. (i.e. ATR42)
- Light twin fanjet with EFIS instrumentation, complex systems and dual FMS. (i.e. CJ2)

It's also an excellent platform for pilots looking to renew their IFR, for recency, as well as initial IFR training.

Safety Program

WWFC's flight operations are subject to a Safety Management System (SMS). The objective of the SMS is to identify hazards to safety and reduce risks. By collecting safety data and identifying the systemic causes of minor occurrences, corrective actions can be implemented, in the goal of reducing the occurrence rate. A key principle of aviation SMS is that an overall reduction in the rate of minor occurrences should lead to a reduced likelihood of a major accident.



Source: https://www.skybrary.aero/index.php/Heinrich_Pyramid

To function effectively, our SMS requires safety information. This is gathered from various sources:

- Internal Safety Management System reports (link can be found on our website wwfc.ca)
- External occurrence reports (CADORs, airport/ATC SMS reports)
- Flight data collection

All pilots are urged to report any aviation occurrence, near-miss, regulation or rule violation or hazardous conditions to WWFC's Safety Management System (www.flightschoolsms.com/Public/ReportForm.aspx/wwfc). These reports are reviewed and categorized and used by WWFC personnel to monitor safety trends and direct corrective action initiatives.

Corrective actions take many forms, but please pay attention to any safety emails that are distributed, and please take the time to review the safety board at dispatch regularly.

Scheduling & Making Bookings

Booking Flights Using Wingman

At WWFC we use a program called Wingman to book flights. Once you've paid your client access fees you will be given a link to Wingman. Your username will be your email address.

Bookings can be made 30 days in advance, to do so login to <http://www.wingmanreservations.com>, find a date and time that works for both you and your instructor.

In order for all clients of WWFC to obtain flights, aircraft utilization is a top priority. When booking, please only book your flight time. For example, if you would like a 1.7 air time, then book a 2.0. The 2.0 would include the time it takes to dispatch and walk around the aircraft.

When booking flights, feel free to use our stand-by option. If you cannot find a time that is suitable to you, try using the find function or book a standby flight. Once a time becomes free, dispatch will schedule your standby reservation for you.

From time to time, our aircraft go into maintenance for issues beyond our control. If this happens your booking may be moved to the standby line and you will be given priority over other standby bookings.

If at any time you need assistance with booking flights, please call your program coordinator at 519-648-2213

Remember these guidelines when booking flights:

- 300 nm and flights over 4 hours can only be booked by the program coordinators, to do this please call 519-648-2213.
- Any booking four hours or more requires an extended rental form to be filled out and approval from CFI prior to booking the flight. This also includes transborder and overnight flights.
- If a student cannot keep a scheduled flight, they must cancel their bookings as soon as possible with their instructor.
- If your booking is canceled by you with less than 24 hours' notice, a charge of 1.0 ground instruction may be charged to you, unless the cancellation is weather-related or due to extenuating circumstances.
- All dual flights should be cancelled by your instructor. Dispatch cannot cancel these flights.
- If you cannot fly due to reasons like weather, dispatch can cancel the flight.
- Renters must show valid pilots license including ratings, radio license, valid medical and be current with the aircraft type.
- Progress rides must be booked by the Team Leads thru your instructor.

Fleet Captain

Always arrive 5 minutes prior to your scheduled flight time. In Fleet Captain and enter your name, your instructors name, aircraft type and exercises. (Computers are located in the flight planning room for convenience). Once your briefing is done, see dispatch and press ready on the tablet. This will send a message to the dispatch team letting them know that you are ready to go. The dispatch team will verify the weight and balance based on the information given in the fleet captain request and request any fuel that is needed. You will receive the aircraft document binder at this time.

You will electronically sign the flight authority and if it is a dual flight, then you will have your instructor sign as well. Once signed you are authorized to go on your flight. Keys and flight documents will be given out at the beginning of the day and will stay in the aircraft for the duration of the day.

If for any reason we are experiencing technical issues, like internet or power outages, we will revert to a paper system. Please ask dispatch for details.

Returning From Your flight

If you have a QR reader on your mobile device, you can scan the QR code on the bottom of the flight authority sheet from the plane and enter your HOBBS start and stop, time up and down.

If you have any issues returning your data, please call dispatch for assistance at 519-648-2213 ext. 100

Aircraft Currency Rules by Aircraft Type

The following is a clarification of the currency rules which are in place at the Waterloo Wellington Flight Centre and apply to all clients. Occasionally, these rules may be overridden by the Chief Flight Instructor.

Non-Complex Aircraft:

C152, C172N and C172S (Including G1000 Equipped 172S)

- (1) If you have 150 total hours or less:
 - a) If it has been more than 30 days since you last flew the C152, C172N or C172S, but less than 60 days, a circuit check is required.
 - b) If it has been more than 60 days, a complete checkout is required.
- (2) If you have more than 150 total hours:
 - a) If it has been more than 60 days since you last flew the C152, C172N or C172S, but less than 90 days, a circuit check is required.
 - b) If it has been more than 90 days, a complete checkout is required.
- (3) All renters:
 - a) Flying the C152 does not maintain currency on any other aircraft type.
 - b) Flying the C172S does maintain currency on the C172N, provided an initial full checkout on each type has been completed.
 - c) Flying the C172N does maintain currency on the C172S, provided an initial full checkout on each type has been completed.
 - d) G1000 Equipped Cessna 172s
 - e) If you have less than 10 hours of flight time with G1000 equipped aircraft (at WWFC or elsewhere)
 - i. If it has been more than 30 days since you last flew a G1000 equipped aircraft at WWFC, but less than 30 days, a circuit check is required.
 - ii. If it has been more than 60 days since you last flew a G1000 equipped aircraft at WWFC, a complete checkout is required.
 - iii. (b) If you have more than 10 hours of flight time with G1000 equipped aircraft (at WWFC or elsewhere), the Cessna 172S currency rules apply with no additional restrictions.
 - iv. (c) Provided you have been checked out on the non-G1000 equipped C172S, flying the G1000 equipped C172 maintains currency on all 172S models.

Information Note: An initial full checkout is required on the C172S, even if you are already checked out on the C172N. Pilots who are current on the C172S must complete differences training in order to fly the G1000-equipped C172S. It is the intent of these policies that after initial training and a minimum level of experience with the G1000 system as stated in 9.18.1(4), all Cessna 172S aircraft can be treated as a common fleet.

Complex Aircraft:

PA28R (Arrow) and DA-40 G1000

- (1) To rent the PA28R (Arrow) or DA-40, renters must have:
 - (a) 75 hours total time
 - (b) 15 hours post-private flying experience
 - (c) Flown the PA28R or DA-40 for at least one hour in the previous 30 days
- (2) If it has been more than 30 days since you last flew the PA28R or DA-40, but less than 60 days, a circuit check is required.
 - (a) If over 60 days have lapsed, a complete checkout is required.

Information Note: Flying the PA28R and/or the DA-40 does not maintain currency on any other aircraft type.

PA-44 (Piper Seminole)

- (1) To rent the PA-44 (Piper Seminole), renters must have:
 - (a) 150 hours total time
 - (b) 15 hours of Multi-Engine time.
- (2) If it has been more than 30 days since you last flew the PA-44, but less than 45 days a circuit check is required.
- (3) If it has been more than 45 days, a complete checkout is required.

Information Note: Flying the Piper Seminole does not maintain currency on any other aircraft type.

Weather

WWFC may limit flight operations based on forecast or actual crosswind conditions. This takes into account surrounding weather reports and PIREPs. The limits for each aircraft are set at the (Demonstrated Crosswind Limitation or DCWL) outlined in the specific aircraft model's POH.

Minimum Weather Conditions: VFR Student Solo

- 1. Day restrictions apply to the following:
 - (a) SPP holders
- 2. Night restrictions apply to the following:
 - (b) PPL holders who do not hold a Night Rating

A student’s flight instructor may from time to time specify greater restrictions than those listed below. This will be noted the student’s PTR.

| VFR Student Solo Standards | | | | | |
|----------------------------|------------|-----------|----------------------------|---|--|
| Day | Visibility | Ceiling | Temperature | Wind | Minimum Fuel |
| Circuit | 5+ SM | 1500' AGL | Minimum -25°C (ambient) | Crosswind: DCWC Gust: 25 knots OR Limitation noted in PTR (whichever is more restrictive) | 1 hour reserve For solo XC, max allowable fuel (min 1 hour) |
| Local Flight | 6+ SM | 2000' AGL | | | |
| Cross-Country | 6+ SM | 3000' AGL | | | |
| Night | Visibility | Ceiling | Maximum +35°C (ambient) | Limitation noted in PTR (whichever is more restrictive) | For solo XC, max allowable fuel (min 1 hour) |
| Circuit | 6+ SM | 1500' AGL | | | |
| Local Flight | 8+ SM | 3000' AGL | | | |

Minimum Weather Conditions: VFR Licenced Pilots

1. Day restrictions apply to the following:
 - a. A student who holds a RPP or PPL or CPL.
 - b. Flight instructors who are conducting flight training under VFR flight rules.
 - c. Rental flights.
2. Night restrictions:
 - a. A student who holds a PPL with a Night Rating or CPL.
 - b. Flight instructors who are conducting flight training under VFR flight rules.
 - c. Rental flights.
3. In certain instances, the Duty Pilot may authorize specific flights in accordance with CARs.
4. Training flights conducted by pilots who hold a RPP or PPL and/or a night rating may have weather restrictions greater than these minima written in their PTR by their flight instructor.
5. The night restrictions assume that the pilot has a night rating or a licence that is not restricted to "Day only".

| VFR Licenced Pilot Standards | | | | | |
|---|------------|-----------|--|---|--|
| Day | Visibility | Ceiling | Temperature | Wind | Minimum Fuel |
| Controlled Airspace | 3+ SM | 1500' AGL | Minimum -25°C (ambient) Maximum +35°C (ambient) | Crosswind: DCWC Gust: >30 knots OR Limitation noted in PTR (whichever is more restrictive) | 1 hour reserve For solo XC, max allowable fuel (min 1 hour) |
| Uncontrolled Airspace (1000' AGL and above) | 1+ SM | 2000' AGL | | | |
| Night | Visibility | Ceiling | | | |
| Control Zones | 3+ SM | 1500' AGL | | | |
| Outside Control Zone | 5+ SM | 2000' AGL | | | |

Minimum Weather Conditions: Special VFR

1. Intentional flight in Special VFR is permissible only by day.
2. All SVFR flights are subject to prior approval by the CFI or Duty Pilot.
3. Student pilots are to use Special VFR for the purpose of landing only (this should happen only in the case of inadvertent encounter with SVFR conditions).

| Special VFR | | |
|-------------------------------|------------|----------|
| Day | Visibility | Ceiling |
| Control Zones | 1 SM | 500' AGL |
| Night | Visibility | Ceiling |
| Control Zones (arrival only)t | 1 SM | 500' AGL |

Minimum Weather Conditions: IFR

1. All flights in actual IMC are subject to approval by the CFI or Duty Pilot.
2. IFR flights are limited to CARs, Canada Air Pilot and WWFC minimums/maximums.
3. The CFI or Duty Pilot can place higher limitations on IFR flights on a case by case basis.

Minimum Operating Altitude for Cross-Country VFR Flights

1000 feet above the highest obstacle or built-up area located within a horizontal distance of 2000 feet from the aircraft, and 500 feet from any person, vessel, vehicle or structure.

Fuel and Oil Reserve Requirements

Minimum fuel requirements for WWFC operations are as follows:

| Flight Operation | Minimum Fuel Requirement sufficient for: | |
|------------------|--|------------------|
| VFR flights | The planned flight plus | |
| | Dual and solo circuits | 1.0 hour reserve |
| | Dual cross country | 1.0 hour reserve |
| | Solo cross-country | 1.0 hour reserve |
| | Plus, a further contingency reserve if required by any factors that may affect the planned duration of the flight. A minimum 20% contingency is highly recommended. | |
| IFR flights | The planned flight plus | |
| | Conducting an approach and a missed approach | |
| | A flight to the alternate aerodrome | |
| | A minimum 1.0 hour reserve at normal cruising speed | |
| | Plus, a further contingency reserve if required by any factors that may affect the planned duration of the flight. A minimum 20% contingency is highly recommended. | |

Flight operations shall follow the guidelines set forth by the manufacturer in regards to minimum and maximum oil requirements. These guidelines are outlined in the Pilot Operating Handbook under Airplane Handling, Service and Maintenance Section.

Performance Limitations on Soft Field Surfaces

- Flights to/from soft fields should account for extended take-off/landing distances. It is the PIC's responsibility to pre-calculate the required distances when conducting operations into/out of unprepared surfaces. The aircraft's POH will supply the minimum performance limitations. (A good rule of thumb is to add 100% to calculated field lengths to allow for safe operations.)
- In calm wind conditions (less than 10 knots headwind component) and on grass fields, the C-152 is restricted from practicing obstacle clearance operations.

All pilots are to request prior authorization from the CFI and/or Duty Pilot to operate in or out of soft or unprepared fields (Grass). Pilots will require prior experience to attempt these operations solo. A list of pre-approved fields is posted on our flight authorization board. Please note, loose gravel runways will not be permitted due to damages that occur on this type of surface.

Information Note: Approved fields for dual and solo practice are listed on the Approved Soft Field List located on the Flight Authorization Board and authorization needs to be given by the Duty Pilot.

Airports Without Winter Maintenance

All pilots will be restricted from operating into or out of airports that state in the CFS "No Winter Maintenance", until authorization is posted on the authorization board by the Duty Pilot. Generally, the restriction will be posted from October to May and may vary year to year due to annual conditions.

Use of Checklists

Checklist will be supplied and stored in the aircraft. These checklists contain all the required manufacturer suggested checks and additional checks deemed important by WWFC. Pilots using WWFC aircraft are to use the checklists while operating WWFC aircraft to ensure safety. If checklists are missing from the aircraft, additional ones can be obtained by dispatch. Use of the POH checklist is also permitted in absence of a WWFC checklist. It is important to ensure that checklist items and equipment set-up are to be completed during stopped phases of ground operations to allow the pilot 100% concentration on taxi manoeuvres. Only checklist items requiring motion as stated in the POH shall be done by WWFC pilots.

Securing of Items in the Aircraft

All loose items in the aircraft during ground and flight operations shall be secured. Pilots are not to exit the aircraft outside of the apron at WWFC during ground taxi to retrieve any items unless it is an emergency. Please have airport personnel notified of any objects on the airfield that may have been ejected from an aircraft.

Securing Aircraft

Every effort shall be made to secure an aircraft when not in use at all locations where a ground stop is required. Adequate securing of the aircraft is dependent on the duration of the layover and the current forecast weather. The proper procedure for securing an aircraft is as follows:

1. Park aircraft in the designated parking location following direction of a Marshall (if present).
2. Every effort should be made to park the aircraft into the prevailing wind.
3. Secure the aircraft in such a manner that it would not move. Chocks are preferable to the parking brake as the parking brake is prone to failure and may cause aircraft damage if towing is attempted with brake engaged.
4. If the winds are forecast or exceed 15 knots for the period the aircraft is to remain stationary, the aircraft shall be secured with tie down ropes on the wings and tail.
5. Aircraft parked overnight shall always be tied down or put in a hanger.

Tie down ropes are available from line crew. It is recommended tie down ropes be carried on-board for flights in which they may be required.

Aircraft Defects and Unserviceability

All defects and abnormal occurrences are to be reported and recorded in the Journey Log Book by the Pilot-in-Command no later than before the next flight as per the Maintenance Control Manual. Dispatch is to be notified, they will then refer the Journey Log Book to the Maintenance department.”

Aircraft Defects and Unserviceability – Away from CYKF

In the unlikely event maintenance problems are encountered away from home base during a flight, the pilot must call the WWFC Dispatcher toll free at 1-877-359-9932 and get in touch with our maintenance staff and/or Duty Pilot for advice to rectify the problem. All repairs must be authorized by our Maintenance staff.

The customer is expected to safeguard the aircraft until it is ready to be flown back. WWFC is not responsible, financially or otherwise, to provide alternate travel arrangements when such problems might occur.

Unscheduled Landings

Should a forced or unscheduled landing become necessary, follow all procedures in the POH to ensure a safe landing. After landing, WWFC emergency procedures are in the aircraft’s document binder to assist in securing the aircraft and acquiring help. As soon as practical, contact WWFC through the quickest means. Information on contact numbers are in each aircraft’s document bag.

Warning:

1. Do not attempt to take off from the landing area
2. Do not move or disturb the aircraft unless absolutely necessary to prevent injury

Hangar 7

All Seminole and arrows will be dispatched out of hangar 7. The same rules apply to scheduling, flight authorizations and arrival times. Please make sure you have looked at Wingman to know which building you should go to.

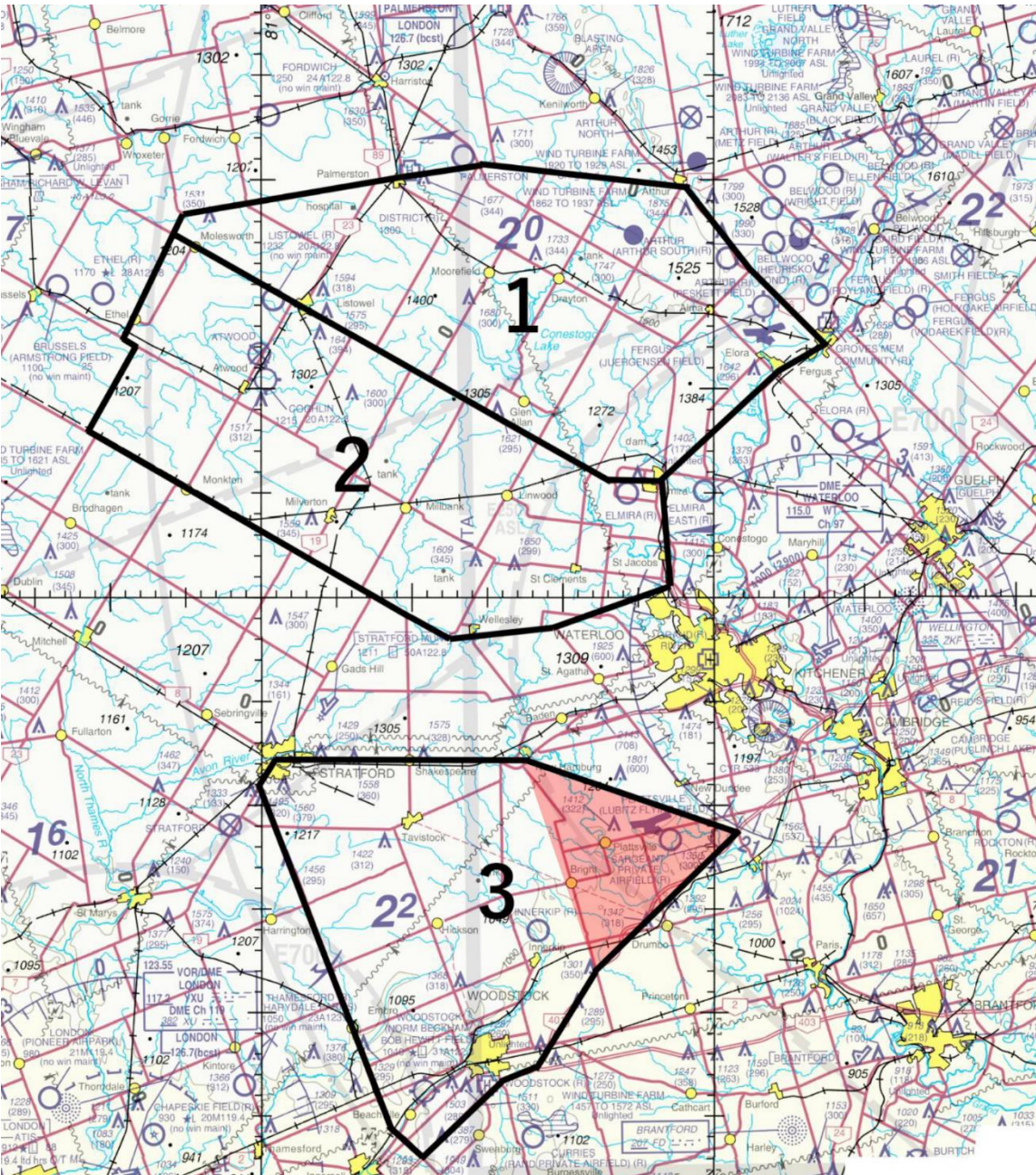
Tie downs are available and should be used if you are the last flight down.

If you require oil, or fuel, please see dispatch at Hangar 7.

Practice Areas

Practice should be conducted within one of the designated practice areas. The practice areas are designed to minimize the risk associated with crowded airspace and inhospitable terrain. Our frequency for reporting your position(s) in the practice area is 123.025 and regular reports should be made indicating position, altitude and intentions to "Waterloo traffic". Routes to fly to and from CYKF will be in accordance with all current standard published routes and/or as cleared by Air Traffic Control. These routes can be found in the relevant Canadian Flight Supplement and publications found on the NavCanada website at www.navcanada.ca. Pilots are able to track the number of aircraft operating in an area by using the practice area board across from dispatch. This board requires pilots to place an aircraft marker in the area they intend to work to allow others (Before departure) to see where congestion is. Once a flight is completed, the pilot is to remove the marker from the map. Nemoscouts also allow for "real time" traffic information with the associated app. The Nemoscout until itself will flash when in the proximity to other traffic outside of the app details.

Practice Area Map



Please note the shaded red area denotes - not below 2600' ASL

Client Access Application

Office Use Only

Application Date: _____ **TBFO Account #:** _____
 Type of Membership: New Client Renewal Aircraft Owner Sustaining IFR Renewal (Sim)

Documentation Received (at least one)
 Passport Birth Certificate Driver's Licence Government Photo VISA

Accepted: Y N **WWFC Signature:** _____ **English Level:** Expert (Informal) Need Assessment (Formal)

Personal Information

Last Name _____ Middle Initial _____ First Name _____
 Permanent Address _____
 City _____ Province _____ Postal Code _____ Country _____
 Email Address _____ Date of Birth _____
 Home Number _____ Cell Number _____
 SIN _____ (This is only used for form T2202 Tuition tax credits. And will be kept confidential)
 Emergency Contact Name _____ Relationship to you _____
 Home Number _____ Cell Number _____

Current Instructor _____ **or** **Need Instructor**

Residency

Canadian Citizen
OR Permanent Resident Work Visa Visitor Visa Student Visa (Attach copy of Visa)
 Please Specify Country of Citizenship: _____ VISA Expiry: _____

Accident and Violations (Please attach details if checked)

I have been involved in an aircraft accident CFI - Initials
 have been charged with a violation of the Canadian Aviation Regulations

Licence & Flight Time

Current Licence Held: _____ Licence Number: _____
 Total Flying Time: _____ Hrs Total Flying Time in the last 12months: _____ Hrs

Medical Certificate

Medical Held None Category 1 Category 2 Category 3 **Expiry Date of Medical** _____

Training Plan

Office Use Only

NON PCC

Private Pilots Licence
 Check Out/Renting
 Multi Engine Training
 IFR Training
 IFR Recurrency Training
 Aerobatic Maneuvers

PCC

Conestoga College
 University of Waterloo
 ATPL
 Commercial Pilots Licence
 Flight Instructor Rating
 Contract Signed (Office Use Only)

Office Use Only

Client Agreement

I hereby apply to be a client of the Waterloo-Wellington Flying Centre, (Waterloo-Wellington Flying Club), and enclose payment for my Annual Client Access fee.

I acknowledge that I have received and read a copy of the WWFC Client Access Agreement & WWFC Client Manual which sets out rules, regulations and operating procedures of WWFC. I also understand that such rules, regulations and operating procedures may be amended or otherwise changed from time to time by the WWFC management. Such changes will be posted at the WWFC or distributed electronically or communicated verbally.

I further acknowledge the WWFC's overall safety objective is the proactive management of identifiable hazards and their associated risks which may affect aviation safety, cause injury to people or cause damage to equipment or the environment and therefore the WWFC has instituted a Safety Management System (SMS) which requires all clients to fully disclose and report all accidents, safety hazards or concerns.

In consideration of being accepted as a client of WWFC, I hereby agree to abide by all the rules, regulations and operating procedures the WWFC now has in effect or which may be in affect at any time during my term as a client and I furthermore agree to abide by the WWFC's Safety Management System at all times.

Consent to Receive Electronic Communications

WWFC utilizes various platforms for communicating electronically with our clients – Wingman, Constant Contact, and Microsoft Outlook. As a client with WWFC, I agree to receive electronic communications from WWFC regarding flight scheduling (via Wingman), company communications in the form of customer information emails and communication from company staff and flight instructors, with the understanding that I can unsubscribe at any time.

Revocation of Client Status

I understand that my status as a client may be revoked at any time by WWFC for violations of the Canadian Aviation Regulations (CARS), unsafe operation of an aircraft, carelessness or gross negligence and/or without cause at the sole discretion of the board of directors. I also acknowledge that WWFC may hold me responsible for damage to WWFC property should it be caused by my negligence or willful acts.

Freedom of Information

I understand that WWFC has in place a policy under the Personal Information Protection and Electronic Documents legislation and will not, without my prior consent, use or disclose my Personal Information for any purpose except as herein provided or allowed under this act. I therefore grant my consent to WWFC to collect and use for its own purposes any information which can be regarded as personal information about me.

Liability Waiver

In consideration of being accepted as a client of WWFC, I do hereby, for myself, my heirs, and/or personal representatives, release and discharge WWFC, it's directors and employees and their respective heirs and personal representative from all and any and all claims which I may have against any of them by reason of any matter whatsoever, including, without limitations, the piloting of an aircraft or being a passenger in an aircraft. I understand that there are inherent risks associated with flying in an aircraft and take full responsibility for my actions and any personal injuries or damages which I may suffer in connection thereto.

Signed: _____ Date: _____

If the applicant/client is under the age of 18, this application must also be signed by a parent/legal guardian.

Signed: _____ Date: _____ Relation to applicant: _____

Email, Fax or Mail the application to the address below:

Waterloo Wellington Flight Centre
Unit 3-1448 Fountain St. N
Breslau, Ontario NOB 1M0

Email: info@wwfc.ca
Fax: 519-648-3102