



# CLIENT ACCESS MANUAL

Agreement Contract

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# 1 Waterloo Wellington Flight Centre

## 1.1 Who we are

Welcome to Waterloo Wellington Flight Centre (WWFC) 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 will assist you in navigating what you need to know at WWFC.

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

We are dedicated to treating our customers with respect and recognition, while fostering a culture rooted in safety leadership and innovation. We value collaboration and camaraderie, guided by honesty and integrity, and maintain a strong sense of accountability to our stakeholders. Open and transparent communication underpins everything we do, ensuring trust and shared understanding across our organization and community.

## 1.2 History

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 and is partnered with the University of Waterloo aviation programs. These programs 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.

## 1.3 Message from the General Manager

Welcome to the Waterloo Wellington Flight Centre (WWFC), a leader in aviation education and training. Here you will find a community built around safety, excellence, and a shared passion for flight.



Our mission is to build a stronger aviation community by providing every student with the opportunity to pursue their goals, supported by the highest quality resources in the safest environment. By joining WWFC, you become part of that mission. Our instructors, staff, and leadership team are dedicated to supporting your journey as you grow into the pilot you aspire to be. WWFC's graduates continue to inspire and lead throughout Canada's aviation industry.

At WWFC, safety is at the heart of everything we do. It guides every flight, every lesson, and every decision across our organization. Whether in the classroom, hangar, or cockpit, we hold ourselves to the highest standards of safety and professionalism. Safety is also a shared responsibility, one that every instructor, staff member, and student must uphold together.

As WWFC continues to grow, we remain deeply connected to the broader aviation community. We are proud to give back through outreach events and initiatives that celebrate aviation and encourage the generation of pilots.

Thank you for choosing WWFC. We look forward to being part of your aviation journey. Our team is ready to support you every step of the way.

Sincerely,

Justin Labelle  
General Manager

## 1.4 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)
- University of Waterloo affiliation
- Advanced training simulators: Q400, Airbus A320 and Boeing 737
- Instruction for Private and Commercial training programs on a full time and part time basis.
- Aircraft rentals including long range and extended rentals
- Level 2 Transport Canada approved Simulators
- Modern facilities & flight planning equipment
- Private briefing rooms/classrooms
- Modern restaurant facilities (catering also available)
- In hours pilot/gift shop
- Transport Canada Approved Pilot Examiners for Private, Commercial, Multi Engine and IFR Flight Tests
- Annual open house events
- 10% discount on hourly maintenance charges
- 10% discount on WWFC drone courses
- Free parking
- Discounted Transport Canada Written Exams



- Study spaces and lounge areas
- Monthly e-newsletter and annual reporting
- Sustaining membership eligibility after one year of membership subject to Board approval
- Free seminars and lectures
- Meeting room facility rental

## 1.5 Management and Staff

### Justin Labelle – General Manager

*Responsible for overseeing all administrative functions of the flight centre. Manages the staff, acquires equipment and general management of the day-to-day operations.*

519 648 2213 x103

[jlabelle@wwfc.ca](mailto:jlabelle@wwfc.ca)

### Matthew Scheben – Chief Flight Instructor (CFI)

*Able to assist you with any and all questions pertaining to TC regulations, staff issues, emergency response, flight and written test organization and operational control.*

519 648 2213 x 107

[mscheben@wwfc.ca](mailto:mscheben@wwfc.ca)

### Daniel Link – Manager, Training and Instructional Delivery (ACFI)

*Responsible for the delivery of flight training programs.*

519 648 2213 x 125

[dlink@wwfc.ca](mailto:dlink@wwfc.ca)

### Ben Pesowsky – Supervisor, Advanced Training (ACFI)

*Responsible for Advanced Training.*

519 648 2213 x 402

[bpesowsky@wwfc.ca](mailto:bpesowsky@wwfc.ca)

### Greg Side – Director of Maintenance

*Responsible for Internal and external aircraft maintenance inquiries.*

519 648 2213 x 102

[gside@wwfc.ca](mailto:gside@wwfc.ca)

### Stacy Breen – Manager, Client Experience

*Responsible for all WWFC Programs and scheduling.*

519 648 2213 x 147

[sbreen@wwfc.ca](mailto:sbreen@wwfc.ca)

### Lesley Gomes – Front End Manager

*Responsible for Dispatch and Pilot Shop.*

519 648 2213 x 148

[lgomes@wwfc.ca](mailto:lgomes@wwfc.ca)



**Gayle Campbell – Program Coordinator, Client Experience**

*First point for contact of all University of Waterloo and Flight Instructor Rating inquiries.*

519 648 2213 x 127

[gcampbell@wwfc.ca](mailto:gcampbell@wwfc.ca)

**Tracey Taylor – Program Coordinator, Client Experience**

*First point for contact of all self-paced and ATP inquiries and ground schools.*

519 648 2213 x 144

[ttaylor@wwfc.ca](mailto:ttaylor@wwfc.ca)

**Julie Mudry – Marketing & Communications Manager**

*Responsible for communications, events, public, and advertising.*

519 648 2213 x 114

[jmudry@wwfc.ca](mailto:jmudry@wwfc.ca)

**Jennifer Young – Pilot Shop**

*The Pilot Shop offers a wide variety of pilot supplies and gifts for everyone. The shop is open 7 days a week from 0730-2000.*

519 648 2213 x 114

[jyoung@wwfc.ca](mailto:jyoung@wwfc.ca)

**Dispatch**

*Responsible for customer service, scheduling, and dispatching aircraft. Works with maintenance and line crew to ensure the safety of all aircraft.*

519 648 2213

[dispatch@wwfc.ca](mailto:dispatch@wwfc.ca)

**Runways Café**

*Runways cafe is open daily for breakfast and lunch. Before that early morning flight or after a long day of flying, the staff at Runways Café invites you to stop in and relax. Come in and enjoy the view!*

519 648 2211



## 2 Financial

### 2.1 Payment Policy and Methods

WWFC does not provide credit to clients. Accounts must be paid in full upon the completion of all flights, instructions, and SIMs. 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 account basis. Delinquent accounts are subject to an 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.

#### 2.1.1 Requesting Funds Off Account

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

Refunds on account balances are subject to management approval. Typically refunds of account balances are only issued upon completion or termination of training. Please allow 2 weeks for processing.

Client access fees are not refundable.

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

## 2.2 Additional Fees

### 2.2.1 Cancellation of Bookings

If any booking is cancelled by you with less than 24 hours' notice, a charge of 1.0-hour late cancellation fee may be billed to you, unless the cancellation is weather related or due to extenuating circumstances. Clients must coordinate with instructors for all dual flights. For ALL solo flights, you must call dispatch to cancel and advise your instructor to avoid the cancellation fee.

### 2.2.2 No Shows

If you do not show up 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.



### 2.2.3 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.

### 2.2.4 Headset Rental

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

### 2.2.5 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 client's account. The amount of reimbursement may be less than the cost of fuel enroute. Fuel Call Outs will not be covered by WWFC.

### 2.2.6 Third-Party Charges

From time to time, clients may incur expenses such as, but not limited to, parking fees, hotel accommodation, taxi fares, or similar costs. Please note that WWFC will not reimburse any third-party charges of this nature.

## 2.3 Tuition Tax Forms

As a Designated Education Institution (DEI), WWFC is required to file T2202, Tuition and Enrolment Certificates for each qualifying student. WWFC will produce tax slips only once a year, on or before the last day of February. Tax credits amounts are issued on a T2202 form and filed directly to the CRA. You can expect to receive your copy by mail to the address on file at WWFC.

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

- Over the age of 16 before the end of the calendar year
- Meet the requirements of a qualifying student (an individual who has recorded not less than 12 hours in the month on courses in a vocational program. Flight training, ground school, and ground briefings all count towards the monthly minimum hours).
- Your Social Insurance Number (SIN) is required for the tax credit to be filed with the CRA. Please ensure that WWFC has your SIN on file.
- Only if the student is pursuing their pilot's license for commercial purposes are they eligible to claim their Private Pilot's License as tuition tax credit.
- We are only able to calculate solo flight hours conducted in WWFC aircraft as part of the monthly minimum hour's requirement. Solo flight hours in a private aircraft cannot be included in this calculation.

Tax forms will be issued for flight hours up to the minimum hour's requirements for a license or rating outlined in the Transport Canada minimums. Any hours above the minimums cannot be included for tax



purposes. Total flight hours will be carried over from previous years to comply with minimum hour allowance.

Tax forms will be issued only for amounts over \$100. Please refer to the Canada Revenue Agency form at [www.cra.gc.ca](http://www.cra.gc.ca) form T2202 or call 1 800 267 6999 for more information.



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## 3 Operations

### 3.1 Bookings

#### 3.1.1 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.

**TRAINING FLIGHTS:** Must be signed out by an instructor. Pre PPL (Student pilot with permit only) dual or solo training flights. These students will be signed out regardless of the program they are in. (Integrated or modular).

CPL modular students can go on rental flights without a sign out for all but 20 hours of solo time building.

CPL integrated students must have all training flights signed out, in order for flights to count towards the integrated program.

For self-paced students, bookings can be made 30 days in advance, to do so login to Wingman and find a date and time that works for you.

For pre-PPL students, your instructor will make your bookings for you up to 7 days in advance.

University of Waterloo and ATP CPL students can make their own bookings 7 days in advance.

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 airtime, 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 email [scheduling@wwfc.ca](mailto:scheduling@wwfc.ca).

Remember these guidelines when booking flights:

- 300 nm and flights over 4 hours can only be booked by the schedulers, please email [scheduling@wwfc.ca](mailto:scheduling@wwfc.ca).
- 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. Please submit forms at least 4 days prior to departure.
- If a student cannot keep a scheduled flight, they must cancel their bookings as soon as possible with their instructor **any cancellations less than 24 hours' notice, will be charged a cancellation fee.**



- If your booking is canceled by you with less than 24 hours' notice, a cancellation fee will 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 and the Scheduler cannot cancel these flights.
- If you cannot fly due to reasons like weather, you are required to call dispatch to cancel.
- 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 scheduler.

### 3.1.2 Fleet Captain

Always arrive at dispatch 10 minutes prior to your scheduled flight time. Log into 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. 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 documents at this time.

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

Each client is responsible for ensuring 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.

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 your flight and will be returned to dispatch upon completion of flight.

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.

### 3.1.3 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

## 3.2 Aircraft

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

**Cessna 152's and Cessna 172S's**

**DA-40's**

**Piper PA28R's Arrows**

**Piper PA-44's Seminoles**

**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.

### 3.3 Currency

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

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.

#### 3.3.1 Non-Complex Aircraft:

C152, and C172S (Including G1000 Equipped 172S)

##### If you have 150 total hours or less:

- 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.
- If it has been more than 60 days, a complete checkout is required.

##### If you have more than 150 total hours:

- 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.
- If it has been more than 90 days, a complete checkout is required.

##### All renters:

Flying the C152 does not maintain currency on any other aircraft type.

Flying the C172S does maintain currency on the C172N, provided an initial full checkout on each type has been completed.

##### G1000 Equipped Cessna 172s

If you have less than 10 hours of flight time with G1000 equipped aircraft (at WWFC or elsewhere)

- 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.



- If it has been more than 60 days since you last flew a G1000 equipped aircraft at WWFC, a complete checkout is required.
- 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.
- 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.

### 3.3.2 Complex Aircraft:

PA28R (Arrow) and DA-40 G1000

To rent the PA28R (Arrow) or DA-40, renters must have:

- 75 hours total time
- 15 hours post-private flying experience
- Flown the PA28R or DA-40 for at least one hour in the previous 30 days

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.

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.

### 3.3.3 PA-44 (Piper Seminole)

To rent the PA-44 (Piper Seminole), renters must have:

- 150 hours total time
- 15 hours of multi-engine time.

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.

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.

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.



### 3.4 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

- Day restrictions apply to the following:
- SPP holders
- Night restrictions apply to the following:
- 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.

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

#### Minimum Weather Conditions: VFR Licensed Pilots

##### Day restrictions apply to the following:

- A student who holds a RPP or PPL or CPL.
- Flight instructors who are conducting flight training under VFR flight rules.
- Rental flights.

##### Night restrictions:

- A student who holds a PPL with a Night Rating or CPL.
- Flight instructors who are conducting flight training under VFR flight rules.
- Rental flights.

In certain instances, the Duty Pilot may authorize specific flights in accordance with CARS.



Training flights conducted by pilots who hold a RPP or PPL and/or a night rating may have weather restrictions greater than these minimum written in their PTR by their flight instructor.

The night restrictions assume that the pilot has a night rating or a licence that is not restricted to "Day only".

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

<b>Special VFR</b>		
<b>Day</b>	<b>Visibility</b>	<b>Ceiling</b>
Control Zones	1 SM	500' AGL
<b>Night</b>	<b>Visibility</b>	<b>Ceiling</b>
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/maxima.
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.

### 3.5 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.	



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***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.***

## **3.6 Maintenance/Defects**

### **3.6.1 Defect Reporting**

Any defects discovered on the aircraft shall be immediately reported through 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 aircrafts journey log.

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

### **3.6.2 Aircraft Defects and Unserviceability**

All defects and abnormal occurrences are to be reported and recorded in the Journey Logbook 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 Logbook to the Maintenance department."

### **3.6.3 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.

## **3.7 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.

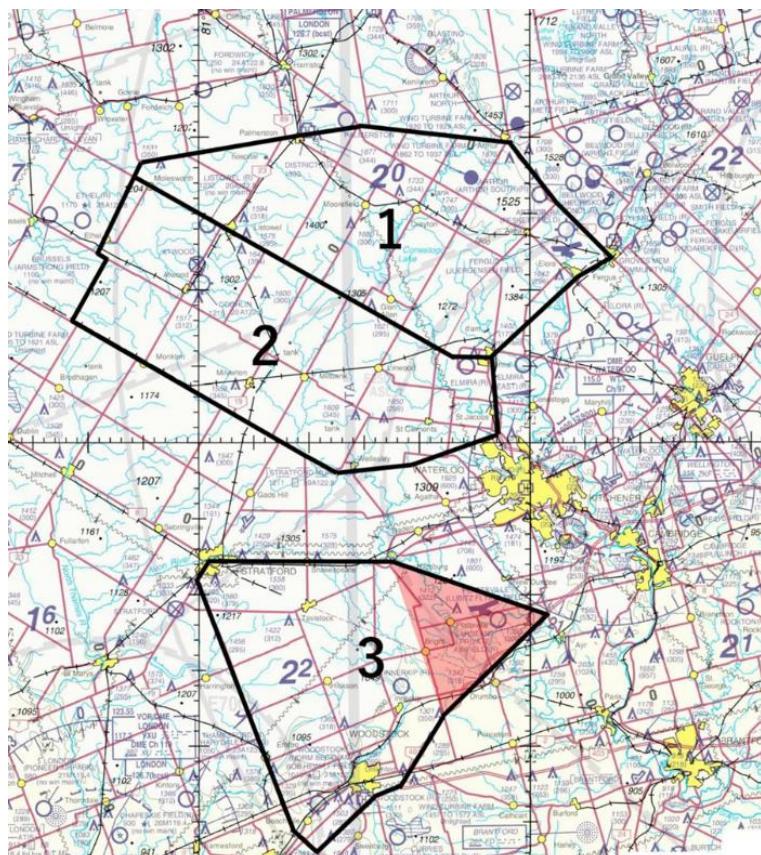


## 4 Maps/Charts

### 4.1 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](http://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



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## 5 Safety

### 5.1 Safety Program

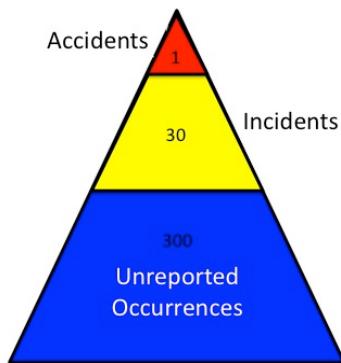
WWFC's flight operations are subject to a Safety Management System (SMS). The objective of the SMS is to identify hazards to safety and reduce risks. By collecting safety data and identifying the systemic causes of minor occurrences, corrective actions can be implemented, in the goal of reducing the 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.

#### **Heinrich's Law**

In his 1931 book "*Industrial Accident Prevention, A Scientific Approach*", Herbert W Heinrich put forward the following concept that became known as Heinrich's Law:

*in a workplace, for every accident that causes a major injury, there are 29 accidents that cause minor injuries and 300 accidents that cause no injuries.*

This is commonly depicted as a pyramid (in this case with the number of minor incidents shown as 30 for simplicity):



Source: [https://www.skybrary.aero/index.php/Heinrich\\_Pyramid](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 (to submit use link SMS)
- 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. 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.

In order to maintain a safe learning environment, additional penalties may be applied after formal review of any safety occurrences that are careless, reckless or a willful act of procedural non-compliance.

Hazardous Acts	First Occurrence	Second Occurrence	Third Occurrence
<b>Careless Error</b>	Temporary suspension of Solo/Recreational flight privileges. The pilot shall be required to complete a check ride with the Manager, Training and Instructional Delivery before solo/rec privileges are reinstated.	90 day suspension of all flying activity. May be required to pay a portion of the cost of the repair	Termination of client privilege. A maximum financial penalty may be applied to cover the cost of damages.
<b>Reckless Action</b>	90 day suspension of all flying activity. May be required to pay a portion of the cost of the repair	Termination of client privilege. A maximum financial penalty may be applied to cover the cost of damages.	
<b>Willful Violation / Procedural Non-Compliance</b>	Immediate termination of client privilege. A maximum financial penalty may be applied to cover the cost of damages.		

#### Definitions

<b>Careless Error</b>	The individual fails to act appropriately according to the situation/conditions, omits critical actions, wrong application of skills for the level of experience/training. No harm was intended. There may or may not be an adverse outcome (injury or damage)
<b>Reckless Action</b>	The individual has knowledge of the risk(s) and chooses to act anyway. The reason for the action(s) may have been justifiable. There may or may not be an adverse outcome (injury or damage)
<b>Willful Violation / Procedural Non-Compliance</b>	The individual's actions represent an intentional and unjustifiable disregard of a policy, procedure, and/or regulation. Intentional disregards for obvious risk(s) putting themselves, others, and/or company assets in harm's way. There may or may not be an adverse outcome (injury or damage)

## 5.2 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.

### **5.3 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.

### **5.4 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.

### **5.5 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 maneuvers. Only checklist items requiring motion as stated in the POH shall be done by WWFC pilots.

### **5.6 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.

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:



- Park aircraft in the designated parking location following direction of a Marshall (if present).
- Every effort should be made to park the aircraft into the prevailing wind.
- 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.
- 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.
- 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.

## 5.7 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:

Do not attempt to take off from the landing area

Do not move or disturb the aircraft unless absolutely necessary to prevent injury



## 6 Training

### 6.1 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, the 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 endorsement to cover Waterloo Wellington Flying Club and 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.
5. Proof of ownership of the aircraft.

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 WWFC. 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 and objectives to be covered for the flight 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.

### 6.2 Pilot Training Records

To request your Pilot Training Records (PTR), please email [documents@wwfc.ca](mailto:documents@wwfc.ca). Dispatch and Instructors will not be able to provide you with this. Accounts must be in good standing in order for PTR's to be sent to you.

### 6.3 Training Flights

All Training Flights (dual or solo) need to be authorized by a flight instructor for the purpose of entering the details into a PTR. Any flights that are not entered into our daily flight records will not be recognized by Waterloo Wellington Flight Centre for training or certification.



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## 7 Other Policies

### 7.1 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.

### 7.2 Hours of operations

WWFC is open seven days a week. Our hours of operation can be found on our website [WWFC Flight Status](#). At times we will close early based on weather. You can get flight status updates live by following us on twitter.

Twitter/X – Follow us [@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 sundown (Unless working on a night rating).

### 7.3 Hangar 7

All Seminoles and Arrows will be dispatched out of hangar 7. The same rules apply to scheduling, flight authorizations and arrival times as at main building. 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.

### 7.4 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 renumeration for commercial operations 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 made to either the GM or Training 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 for 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 accessibility](#).



## 8 Client Access

Application Date: _____	NetSuite Account # _____				
<b>Type of Membership</b> <input type="checkbox"/> New Client <input type="checkbox"/> Renewal <input type="checkbox"/> Aircraft Owner <input type="checkbox"/> Sustaining Member	<b>Documentation Received</b> <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Drivers Licence <input type="checkbox"/> Government Photo Visa	<b>Accepted:</b> Yes   No WWFC Signature _____ <b>English Level:</b> Expert or Needs Assessment <b>OFFICE USE ONLY</b>			
<b>Personal Information</b>					
Last Name: _____	Middle Initial: _____	First Name: _____			
Permanent address: _____	City: _____				
Province: _____	Postal Code: _____	Country: _____			
Date of Birth: _____	Home Phone: _____	Cell Phone: _____			
SIN: _____	(This is only used for T2202 Tuition Tax forms and will be kept confidential.)				
<b>Emergency Contact</b>					
Name: _____	Relationship to you: _____				
Home Phone: _____	Cell Phone: _____				
Current Instructor: _____	or <b>Needs Instructor</b>				
<b>Residency</b>					
Canadian Citizen or Permanent Resident					
<input type="checkbox"/> Work Visa <input type="checkbox"/> Student Visa <input type="checkbox"/> Visitor Visa					
Please Specify Country of Citizenship: _____ Visa Expiry: _____					
<b>Accident and Violations (Please attach details if checked)</b>					
<input type="checkbox"/> I have been involved in an aircraft accident <input type="checkbox"/> I have been charged with a violation of the Canadian Aviation Regulations.   CFI- Initials: _____					
<b>Licence and Flight Time</b>					
Current Licence Held: _____	Licence Number: _____				
Total Flying Time: _____ Hrs	Total Flying Time in the last 12 months: _____ Hrs.				
<b>Medical</b>					
Medical Held	None <input type="checkbox"/>	Category 1 <input type="checkbox"/>	Category 2 <input type="checkbox"/>	Category 3 <input type="checkbox"/>	Category 4 <input type="checkbox"/>
<b>Training Plan</b>					
Office Use Only	<b>Non-OCC</b> <input type="checkbox"/> Private Pilots Licence <input type="checkbox"/> Check Out/Rating <input type="checkbox"/> Multi Engine Training <input type="checkbox"/> IFR Training <input type="checkbox"/> IFR Recurrency Training <input type="checkbox"/> Aerobatic Maneuvers	<b>OCC</b> <input type="checkbox"/> University of Waterloo <input type="checkbox"/> ATPL <input type="checkbox"/> Commercial Pilots Licence <input type="checkbox"/> Flight Instructor Rating	Office Use Only		



## 8.1 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 effect 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, its 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 4881 Fountain Street N  
Breslau, ON  
N0B 1M0  
Email: [info@wwfc.ca](mailto:info@wwfc.ca)  
Phone: 519-648-2213



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