



## *Standard Operating Procedures*



*Hampton Roads' Premier Flight Training Program!*

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## CHAPTER I ADMINISTRATION

### *Welcome to Horizon Flight Center (HFC) – Hampton Roads' Premier Flight Training Program!*

**Introduction:** In an effort to provide the safest and most reliable flight training environment for our customers, HFC is providing this Standard Operating Procedures (SOP) manual to inform all concerned of our standard operating procedures and policies. This document is not a stand-alone source but rather is to be used in conjunction with the *HFC Safety Procedures & Practices (SPP)*. Together, they provide necessary information to help conduct safe flight operations with the Horizon Flight Center.

**Definitions:** The following terms are defined with respect to this document:

**Pilot-In-Command (PIC):** Person who has final authority and responsibility for the operation and safety of the flight. Prior to acting as PIC of an HFC aircraft, the individual must meet the requirements outlined in Chapter II of this manual. (**NOTE:** Student pilots cannot be PIC on any flight *except during solo flight operations and FAA Practical Tests.*)

**Dual Flights:** A flight conducted with an HFC authorized instructor who is on board with either a student that is enrolled in a pilot course or a with a pilot conducting an aircraft checkout, instrument proficiency check (IPC), flight review, or any other training.

**Student:** Any individual enrolled in a Part 61 or FAA-approved Part 141 training course at HFC and any individual receiving training of any other sort from HFC.

**Student Pilot:** Any individual that does not possess an FAA pilot certificate other than an FAA Student Pilot Certificate.

**Applicability:** All instructors employed by HFC, aircraft renters, and students enrolled in an HFC training course are required to have a thorough knowledge of this document. HFC will provide a current copy of this document in the dispatch book to be taken with the PIC on all flights in HFC aircraft. This document will be used in conjunction the HFC SPP and with all applicable publications approved and published by the Federal Aviation Administration (FAA). This includes, but is not limited to, the *FAA Airplane Flying Handbook*, *Federal Aviation Regulations (FAR's)*, and *Aeronautical Information Manual (AIM)*. Any changes by HFC will be more restrictive than those published by the FAA. Under no circumstance is an individual authorized to deviate from these publications, unless it's in the event of an emergency as

described in 14 CFR §91.3. Any deviations of the rules may result in revocation of rental privileges at HFC.

**Rental Agreement:** Prior to a customer's first flight with HFC, he will receive the HFC Safety Practices and Procedures (SPP) and this document, the HFC Standard Operating Procedures (SOP). After reviewing both documents, each individual must sign a Signature Page for each document. By signing these signature pages, the individual acknowledges he/she has reviewed, understands and will comply with all Federal Aviation Regulations, the HFC Safety Practices and Procedures and the HFC Standard Operating Procedures.

**Hours of Operation:** HFC is open daily from 8:00 a.m. - 8:00 p.m. (*subject to change during inclement weather or as HFC deems necessary*).

**HFC Staff:** The owner/operator is the President of HFC. HFC Staff consists of the HFC Flight School Manager, Customer Service Representatives, Chief Instructor(s), Assistant Chief Instructor(s), Check Instructor(s), Flight Instructors, Director of Maintenance, Mechanics and Line Crew.

**HFC Staff and Aircraft Scheduling:** Aircraft are scheduled on a first-come, first-serve basis at <http://www.horizonflightcenter.com/> and clicking "Scheduler." Customers may schedule aircraft and instructors for ground and flight training using this website. The Flight School Manager or chief instructor(s) may alter the schedule to meet higher priority commitments (i.e., FAA Practical Tests, aircraft utilization, maintenance issues).

In order to maximize HFC asset utilization, staff, students, and renters are requested to schedule on even hours of the day (i.e., 8:00 a.m., 10:00 a.m., Noon, etc.). However, if an individual's schedule conflicts with this policy, odd hours may be scheduled.

Aircraft are to be returned to HFC at the scheduled time, weather permitting, and in the same condition that it was dispatched except for normal wear and normal consumption of fuel and oil. If return to HFC is delayed for any reason past the scheduled time, the customer will telephone HFC at 800-600-9990 or 757-421-9000 as soon as practicable.

1. HFC Customer Service Representatives will update the customer profile information in the online scheduler and in electronic and/or paper records; however, all instructors, students, and renters are encouraged to review the profile for accuracy. Customers and Instructors will ensure that pilot/student profile information (i.e.: phone number, address, license information, emergency contact, etc.) and record of flight proficiency is up to date and on file with HFC including: medical certificate, record of flight review, pilot certificate(s), written exam(s), and pilot checkout.

When passengers are taken on flights, the PIC will note the passengers' names and an emergency contact phone number for each passenger on the dispatch sheet prior to flight.

**Aircraft Utilization:** Customers will not use the aircraft for transportation of passengers or property for hire. Except for dual flights, the customer renting the aircraft will be qualified and will serve as the PIC and will fly the aircraft from the left seat. No other person will be permitted to pilot the aircraft. No flight instruction may be given in HFC aircraft except by HFC flight instructors. No flight instruction may be received except from HFC flight instructors on scheduled dual flights.

**Aircraft Rental Rates:** Rental fees are based on the Hobbs meter. If the tenths meter is not centered, then the next higher tenth will be used when calculating the cost of renting an HFC aircraft. If the Hobbs meter is inoperative, the customer will be charged the hourly rate based on the elapsed tach time plus 15%.

Customers will maintain an active credit card on file at HFC.

When renting an HFC aircraft for extended day or overnight trips, the aircraft will be rented for a minimum of three hours per day, unless permitted by the President of HFC or HFC Flight School Manager.

Customers who do not return Aircraft at the scheduled time, even if the delay is due to weather, will be billed at the standard daily rate or will be billed for the costs to ferry the aircraft back to KCPK as necessary.

All aircraft rental rates are available at the customer service desk in the main terminal building and are subject to change without notice.

**Flight Instructor Rates:** Flight instructor rates are available at the customer service desk in the main terminal building. Rates vary based on single- and multi-engine operations, as well as course of instruction. The rates are also subject to change without notice.

A minimum of 0.5 hours of ground training will be charged during student training, checkouts, and annual checkouts, or any other time an HFC authorized instructor is hired for services rendered. The instructor will provide a minimum of 15 minutes of pre-flight instruction and 15 minutes of post-flight instruction for each training lesson.

**Cancellation Policy:** Cancellations are authorized up to 24 hours in advance of a scheduled event. An event is defined as any time scheduled for ground and/or flight training utilizing any

asset owned or operated by HFC. If an individual must cancel an event, he/she must contact the flight instructor and/or customer service desk.

Any event canceled within the 24-hour period is subject to a late cancellation fee. This fee will be assessed at one hour for the specific make and model aircraft scheduled and one hour for the instructor, if one is scheduled.

An event may be canceled at any time for weather conditions without charge. However, if a flight instructor is scheduled with a student, the cancellation must be approved by the flight instructor prior to cancellation. HFC Customer Service is not authorized to approve any weather cancellations by a student/student pilot.

HFC reserves the right to cancel a flight for maintenance or any other reason at any time. HFC Customer Service will notify the flight instructor and student. It is the pilot's responsibility to reschedule the event, if required.

**Insurance Deductibles:** All renters of HFC aircraft are highly encouraged to obtain Renter's Insurance. Information concerning Renter's Insurance is available from Customer Service. Regardless of customer having or not having Renter's Insurance, in the event of an accident or incident, the PIC is responsible for payment of the insurance deductible. The deductible will be charged to the individual's credit card on file at HFC. The insurance deductible for HFC aircraft is as follows:

- Single-Engine: \$1,000
- Single-Engine Retractable Landing Gear: \$2,500
- Multi-Engine: \$5,000

The PIC is also responsible for costs not covered by HFC insurance for any accident or incident caused by the PIC's negligence. These costs include loss of use and any legal fees incurred in the process of settling a claim. Negligence includes, but is not limited to, violations of FAR's or HFC Safety Practices and Procedures, or not using the appropriate aircraft checklists.

**Fuel & Oil Reimbursement:** All HFC-owned or operated aircraft are rented "wet." Any fuel and oil purchased by an individual renting an HFC aircraft at any off-station facility will be reimbursed at the full-service rate at HFC. If fuel or oil purchased is greater than the HFC full-service rate, the renter is responsible for the difference. If fuel is purchased for less than the daily rate at HFC, HFC will not pay the difference to the individual.

In order to be reimbursed, all receipts must be submitted to customer service with the aircraft dispatch book upon returning to CPK. The fees will be deducted from the rental fee.

**NOTE: HFC reserves the right not to reimburse an individual that does not submit the appropriate receipts upon returning the aircraft to HFC.**

**Other Fees:**

HFC will NOT reimburse:

- Landing fees, tie-down fees, ramp fees, overnight fees, or other fees imposed by federal, state or local authorities as a result of landing at other airfields.
- Expenses incurred by PIC or passengers lodging, meal, ground transportation, or alternative transportation as a result of an HFC aircraft maintenance discrepancy that causes a delay in returning to KCPK .
- Expenses incurred for maintenance without HFC approval.

**Billing Policy:** Charges for all goods and services are due when billed. By enrolling at HFC, or by receiving services from it, the customer agrees to pay all charges in a complete and timely manner. Past due accounts are subject to a 2% per month surcharge (24% per year). In the event that collection action becomes necessary, the customer will pay HFC all amounts due, together with all late charges, court costs, and attorney's fees incurred in connection with collection at a rate of not less than \$150.00 per hour. This is a continuing guaranty and shall not be discharged or affected by death of the undersigned and shall bind the heirs, administrators, representatives, successors and assigns, and may be enforced by or for the benefit of any assignee or successor of HFC

**Essential Phone Numbers:** The following phone numbers can be used in the event of any unforeseen circumstance:

- *HFC Customer Service Desk:* (757) 421-9000 or Toll Free: (800) 600-9990
- *Chief Instructor(s):* Available at Customer Service Desk
- *President-John Beaulieu:* (757) 647-6093

## CHAPTER II

### PILOT CURRENCY, CHECKOUT REQUIREMENTS, AUTHORIZED AIRFIELDS

**Initial Checkout:** To act as PIC of any HFC-owned or operated aircraft, an initial checkout with an authorized HFC flight instructor must be accomplished for each model aircraft. The requirements of the initial checkout are outlined in Appendix A. As part of the initial checkout, the following documents must be completed or reviewed with an HFC authorized instructor or HFC Customer Service Representative:

- Customer Information Sheet
- Credit Card Authorization Form
- Copy of Pilot Certificates(s)
- Copy of Medical Certificate
- Valid driver's license or government-issued pictured ID
- HFC Safety Procedures and Practices
- HFC Standard Operating Procedures
- Aircraft Renters Exam
- Completed Flight Check for each specific make and model aircraft
- Last Flight Review and Instrument Proficiency Check (if necessary)

Following an initial checkout, the flight currency policy as detailed below will be enforced. FAA PIC recency requirements for flying with passengers, flying IFR and FAA Flight Review requirements will still apply to all pilots. Instructors will be trained in the conduct of the checkouts. Flight Reviews or Instrument Proficiency Checks can be combined with the Flight Checkout. The checkout will follow the Flight Check Outline in Appendix A. Pilots who are not instrumented rated will complete the basic section of the Flight Check. Instrumented rated pilots will complete the basic and the Instrument portion of the Flight Check.

**Recent Flight Experience:** In addition to all FAA requirements, to act as PIC in HFC aircraft, solo or with passengers, a pilot must accomplish the following in HFC aircraft:

- Single-Engine:
  - Sport, Recreational, or Private Pilots or pilots with less than 50 total PIC hours – three takeoffs and landings within preceding 30 days

- Sport, Recreational, or Private Pilots or pilots with less than 200 total PIC hours – three takeoffs and landings within preceding 60 days
- Commercial Pilots or pilots with 200 or more total PIC hours – three takeoffs and landings within preceding 90 days
- Multi-engine: Two takeoffs and landings in the preceding 30 days in an HFC aircraft

It is the pilot's responsibility to maintain the proper pilot logbook entries to ensure this requirement is accurately documented. If the pilot is not current, he/she must fly with an HFC authorized instructor prior to acting as PIC in HFC aircraft. The recurrency flight requirements will include at least three landings and other maneuvers at the discretion of the Flight Instructor.

**Authorized Airfields:** Pilots renting HFC aircraft may land at any airfield listed in the Airport Facilities/Directory, but the airfield must meet all requirements of this manual and have authorized maintenance operations available. If maintenance is not available, the Chief Instructor or Assistant Chief must approve the flight in advance and the PIC will be responsible for any additional costs associated with returning the aircraft to an airworthiness condition (i.e. shipping, travel, etc.) should maintenance on the aircraft be required.

**Cross Country Procedures:** Flight plans will be filed for all cross country flights (destination, stopover, low approach, or touch and go field greater than 50nm from KCPK). A copy of the flight will stopover points and the final destination and the scheduled en route time will be left with the Customer Service Representative prior to flight. VFR flight plans will be opened with the Flight Service Station and IFR flight plans will be opened with ATC as appropriate. Customers are reminded to ensure flight plans are closed appropriately.

**Grass Airfields:** Pilots are authorized to operate at grass airfields under the following conditions:

- The pilot is provided ground and flight training at the specific airfield by an authorized HFC instructor.
- The pilot receives explicit approval by the airfield manager or airfield owner on the day of the event.
- A thorough review of the airfield, and its condition, is conducted.
- Approval by a Chief Instructor is given.

**MAINTENANCE:** Horizon Flight Center maintenance program is conducted by Horizon Aviation Services, Inc. Maintenance is also monitored by customer service. Maintenance procedures are described in the HFC standard procedures and practices (SPP).

## CHAPTER III

### TRAINING & STUDENT PILOT PROCEDURES

#### **General Requirements:**

All “Dual” flights are conducted with an authorized HFC flight instructor on board an HFC aircraft. All flight instruction in HFC aircraft will be conducted by authorized HFC flight instructors, unless permitted by the President of HFC.

To ensure HFC customers receive the best training possible, a minimum of 15 minutes for pre-flight briefing and 15 minutes for post-flight briefing will be provided by the flight instructor for each lesson.

**Transportation Security Administration Requirements:** Any individual that is a U.S. citizen and enrolling in a Part 61 or 141 flight training course must provide a U.S. birth certificate or valid U.S. Passport prior to any training. The document will be copied or scanned and placed in the individual’s training folder and stored on the server. An endorsement will be made acknowledging the document has been received by HFC on the Certificate of Enrollment. All foreign nationals will be approved for training in accordance with TSA and FAA policy. Foreign Nationals seeking flight training for a U.S. airman certificate under 14 CFR must be approved for training by TSA. This rule applies to flight training that could be used towards a recreational, sport, or private pilot certificate; multiengine or instrument rating; or any initial U.S. airman certificate issued by FAA.

Each student enrolled in an FAA-approved Part 141 training course will be provided the following documents prior to the first lesson:

- Certificate of Enrollment, in accordance with 14 CFR §141.93
- Appropriate HFC Training Course Outline
- Appropriate HFC Training Syllabus (this may be an item that has to be purchased)
- HFC’s Safety Procedures and Practices
- HFC’s Standard Operating Procedures

Each student graduating from an FAA-approved Part 141 training course will be provided a graduation certificate in accordance with 14 CFR §141.95.

**Checklist Usage:** Any individual receiving training at HFC will conduct all ground and flight operations with the use of an approved aircraft checklist. All training is accomplished under the

concept of single-pilot resource management. All students are expected to read and understand the checklist procedures published in the appropriate POH. However, the student may use the abbreviated checklist produced by Checkmate™ or HFC. On dual flights, when practicing crew coordination, student pilots are recommended to use the “challenge/response” method when reading the checklist out loud.

**Training Records:** It is the responsibility of each HFC flight instructor to record each ground and/or flight lesson in the student’s logbook and training record. It is also his/her responsibility to review his/her assigned student’s certificates, training record, and pilot logbook prior to any stage check.

**Credit for Previous Training:** Students may receive credit for previous training toward a pilot certificate in accordance with the Training Course Outline and Syllabus. The flight instructor assigned to the student will determine through ground and flight training where the student may begin the training. The chief instructor or assistant chief instructor will give final approval and make an annotation in the student’s training record for the amount credited as part of the student’s first progress check.

**Enrollment:** The following documents will be provided by the student, scanned as a PDF file and saved on HFC’s server within a student’s folder (This drive will be backed up daily to maintain document integrity.):

- Customer Information Sheet
- Copy of Pilot Certificate(s) (*required prior to solo*)
- Copy of Medical Certificate (*required prior to solo*)
- Copy of Driver’s License or other Government-issued ID
- Copy of U.S. Passport or Birth Certificate or TSA Approval for Foreign Nationals
- VA Letter of Eligibility (*Part 141*)
- Certificate of Enrollment (*Part 141*)
- Copy of HFC Safety Practices & Procedures Signature Page
- Copy of HFC Standard Operating Procedures Signature Page
- Copy of HFC Aircraft Renter Exam (*required prior to solo*)

**Part 141 Electronic Recordkeeping:** The Private Pilot Certification Course and Instrument Pilot Rating courses are online courses, and approved for electronic record keeping by the FAA. All student records obtained in the previous section will be stored on the server. Students enrolled in any other FAA-approved training course will have a traditional folder created where all the documents will be kept. An electronic copy will also be stored on the server.

**Online Course Training:** For the Private, Instrument, Commercial and Multi-Engine Add On courses, Ground and flight training lessons will be accessible to HFC Flight Instructors through the Cessna Online Course Tracking Application (CTA) at [www.cessnacta.com](http://www.cessnacta.com). They are accessible to the students via [www.cessnaflighttraining.com](http://www.cessnaflighttraining.com). Students can monitor their progress in the course via this site as well.

Written tests and quizzes required by the syllabus or the Training Course Outline will be graded and debriefed in accordance with the syllabus and appropriate regulations and then scanned into the student's electronic record and stored in the training record if the course is not approved for electronic record keeping.

The flight instructor will log a flight or simulator sessions and monitor course progress throughout the pilot training course using CTA. The instructors and staff will track student progress and will not allow the student to progress without meeting the standards for the appropriate lessons and progress checks.

**Graduation:**

1. Upon graduation:
  - a. The student's training folder and record on CTA will be audited by the assigned flight instructor and chief instructor to ensure it is completed correctly.
  - b. A Certificate of Graduation, if required for Part 141 flight training, will be issued by the Chief Instructor for that particular course, and a copy will be scanned and stored in the student folder.



**APPENDIX A**  
**RENTER CHECKOUT**

**MAKE AND MODEL** \_\_\_\_\_

**RENTER'S NAME** \_\_\_\_\_ **DATE** \_\_\_\_\_

**\*\*\*\*All pilots will demonstrate proficiency at the PTS for the certificate they hold\*\*\*\***

**GROUND REQUIREMENTS**

- Required Documents at Customer Service
- SPP/SOP review including minimum altitudes and weather minimums, course rules, practice areas, Airfield Requirements for XC. Signature pages to Customer Service.
- Local Area review, Parachuting at KSFQ, Towers at KPVG, Noise Abatement at KCPK
- Renter's exam completed and debriefed. Copy to Customer Service.
- Aircraft handling and servicing reviewed
- General Review of Aircraft Emergencies

**FLIGHT REQUIREMENTS**

- **If overdue for Flight Review, full Flight Review**
- **If flight review current, as below**
  - Slow Flight
  - Steep Turns
  - Stalls (Approach to Landing, Takeoff/Departure)
  - Emergencies ( Engine Fail, Emergency Descent, Emergency Gear Extension)
  - Traffic Pattern and Landings (Entry; Landings: Pick three from Power Off 180, No Flap, Short, Soft, Normal; Go Around)

**ADDITIONAL REQUIREMENTS FOR INSTRUMENT RATED PILOTS**

- **If not Instrument Current, full IPC**
- **If Instrument Current, as below (more as required per instructor's discretion)**
  - Holding
  - One Approach to Landing (Precision or Non-Precision, Discuss all types)
  - Discuss Missed Approach
  - Discuss Circle To Land

**APPENDIX C**  
**NEW AIRCRAFT RENTER CHECKLIST**

**RENTER'S NAME** \_\_\_\_\_ **DATE** \_\_\_\_\_

- Customer Information Sheet**
- Credit Card Authorization Form**
- Pilot Certificate(s)**
- Medical Certificate**
- Valid Driver's License/Valid Gov't Photo I.D.**
- Standard Operating Procedures Signature Page**
- Safety Procedures and Practices Signature Page**
- Aircraft Renters Exam**
- Aircraft Checkout (Attached for each Model)**
- Last Flight Review Date** \_\_\_\_\_
- Instrument Proficiency Check (If Required)** \_\_\_\_\_



**APPENDIX D**  
**NEW STUDENT CHECKLIST**

STUDENT'S NAME \_\_\_\_\_ DATE \_\_\_\_\_

- Customer Information Sheet**
- Student Pilot or Pilot Certificate(s) (Student Pilot Required Prior to Initial Solo)**
- Medical Certificate (Required for ALL Student Pilots Prior to Initial Solo)**
- Valid Driver's License/Valid Gov't Photo I.D.**
- U.S. Passport/Birth Certificate (TSA)**
- VA Letter of Eligibility (Part 141)**
- Certificate of Enrollment (Part 141)**
- Ensure Student Receives Training Syllabus and Training Course Outline (Part 141)**
- Standard Operating Procedures Signature Page**
- Safety Practices & Procedures Signature Page**
- Aircraft Renters Exam (Required for ALL Student Pilots Prior to Initial Solo)**
- Pre-Solo Knowledge Exam (Required for ALL Student Pilots Prior to Initial Solo)**