



Standard Operating Procedures And Policies

MISSION STATEMENT

Northwest Flight Service, LLC (NWFS) mission is to build the General Aviation community through quality standardized instruction, rental of well-maintained aircraft and support of aviation related events.

PURPOSE OF THIS DOCUMENT

The Policies and Standard Operating Procedures manual has been written for all students, service patrons, flight instructors and employees. The purpose of this SOP is to describe specific NWFS operating policies and procedures relating to training, rental, flight services, and employment. Students, renters, flight services patrons, and NWFS employees are required to follow all regulations and requirements as set forth by the Federal Aviation Administration, Transportation Security Agency as well as the policies and procedures set forth in this document.

GENERAL POLICIES

DISCIPLINARY ACTION/CODE OF CONDUCT

Students, patrons, and employees violating the SOPs, NWFS policies, FAA regulations, or conducting themselves in an unsafe manner will be subjected to disciplinary action.

QUALIFICATIONS

Pilots, Students, all Patrons, and Employees are jointly responsible for maintaining the proper qualifications for their position. It is the responsibility of all pilots, patrons, and employees to notify NWFS of any change of qualifications. Waivers to this document and other situations not listed here should be discussed with the Director of Flight Operations and Director of Business Operations.

DISCRIMINATION

No person will be excluded from or subjected to discrimination under any program offered by NWFS based on age, sex, race, national origin, or religion. If a student or patron feels they have a disability or a situation that would impede them from obtaining a pilot's license or rating, or which would impede them from fulfilling any duty in their position, we ask that you bring it to the attention of your flight instructor or the Director of Flight Operations who will assist the student in contacting the appropriate FAA office.

SEXUAL HARRASSMENT

NWFS is committed to providing a workplace that is free of sexual harassment or misconduct of a sexual nature. All employees have a right to work in an environment where they are treated with dignity and respect.

DRUGS AND ALCOHOL

No person may carry or allow to be carried aboard an NWFS aircraft any narcotic drug, marijuana, depressant, or stimulant drug, or controlled substances as defined in Federal or State statutes. The Director of Flight Operations, based on reasonable suspicion, has the authority to require a drug test of any student, current patron, or employee. Actions will be taken for positive test results, refusal to be tested, substitute specimens, negative dilute tests and failure to comply with testing procedures.

TOBACCO/VAPING

Smoking, vaping, or use of other tobacco products are strictly prohibited in NWFS aircraft, on the ramp, in NWFS buildings and within 25 feet of entry doors.

WEAPONS & FIREARMS

Carrying weapons, firearms or ammunition aboard a NWFS aircraft without permission from the Director of Flight Operations or Director of Business Operations is prohibited. If permission is granted, it is understood and acknowledged that the individual who is granted such permission is responsible to take reasonable precautions for safe carrying and/or transport of the permitted items.

PAYMENT FOR SERVICES

Students, renters, and service patrons are required to have a payment method (see NWFS Payment/Credit Agreement) on file prior to utilization of flight lessons, individual instruction, rental services, and all other flight services. All invoices are payable upon completion of the flight or service. NWFS accepts payment via cash, check or credit/debit card. Students, renters, and patrons are permitted to put money on his/her flight account which can be used towards any product or service. All purchases and money put "on account" are non-refundable.

NWFS has a Frequent Flyer Club program. This program is based on an initiation fee and then monthly or annual recurring fees. The annual and monthly fees are billed automatically and can be stopped at anytime by calling NWFS directly. Any payment(s) already processed will not be refunded. If membership is stopped for any amount of time, and then restarted, the initiation fee will also be charged.

FINANCIAL ASSISTANCE

Northwest Flight Service, LLC does not offer loans, scholarships, tuition discounts or tuition waivers.

LOST AND FOUND

NWFS is not responsible for items left unattended on the premises or in the aircraft.

OPERATIONS

REQUIRED DOCUMENTS

Students, renters and instructors must have the following documents on file prior to reserving an aircraft:

Client Information & Emergency Contact Form

Valid Driver's License

Passport or Birth Certificate

Non-US citizens must complete the TSA requirements found at <https://www.fts.tsa.dhs.gov/home> prior to any flight training.

Current FAA Medical Certificate (required prior to solo flight)

Current Pilot Certificate (if applicable)

RESTRICTED AREAS

Students and patrons are prohibited from entering the maintenance hangar or airplane storage hanger(s) at any time without NWFS employee authorization.

DRESS CODE

Closed-toe shoes must be worn during flight operations. Sandals, flip-flops or other open-toed footwear are not permitted to be worn during flight instruction or aircraft rental. Students, renters, and patrons are encouraged to dress appropriately for the weather conditions. It is suggested to carry survival gear and clothing appropriate for the weather and terrain.

FAA RAMP CHECKS

If the student, renter, or patron is approached by an FAA inspector on the flight line, the person will ask the FAA inspector to accompany them to the main office so that the Director of Flight Operations or other NWFS flight instructor can assist during the inspection. AOPA has ramp check guidelines for pilots.

MEDICAL CONDITIONS

Students and renters may not operate any NWFS aircraft if they have knowledge of any medical condition that would make them unable to meet the requirements for their medical certificate

ABNORMAL, ILLEGAL, OR UNSAFE ACTIVITY

Abnormal, illegal, or unsafe activity including FAA violations, aircraft incidents/accident shall be reported to the Director of Flight Operations or Director of Business Operations immediately. This includes but is not limited to runway incursions, personal injury, foreign object debris (FOD), aircraft damage, contaminated fuel, airspace violations etc.

OBSERVERS IN AIRCRAFT

NWFS allows observers on training flights for the purpose of training activities or orientation to the flight program at the discretion of the renter and NWFS instructor. Except for NWFS students, no persons under the age of 18 will be allowed to observe NWFS flight training activities without prior written consent from his/her parent or legal guardian. No representatives or employees of the media may ride as a passenger in a NWFS airplane without permission from the Director of Flight Operations or Director of Business Operations.

TRAINING SYLLABUS

Northwest Flight Service, LLC will work with every student to develop a training process that meets his/her individual needs and goals. Private and Instrument syllabi have been developed and are available for download on our website. Numerous 3rd party syllabi are available as well.

INSURANCE

Northwest Flight Service, LLC hereby provides notice that:

The rental aircraft is insured for Aircraft Hull and Liability.

Any renter of a NWFS aircraft without a NWFS instructor at the controls may be responsible for the aircraft deductible in the event of an insurance claim.

Renters are encouraged to purchase an "Aircraft Renters Insurance Policy" from an independent insurance company to protect themselves in situations where they may be found to be negligent or responsible for damages. Additional information about Aircraft Renter's Insurance can be found on our website or online.

Any training accomplished in aircraft not owned by NWFS must have NWFS listed as an additional insured with a waiver of subrogation on the owner's policy. Individual CFIs may also be listed. The certificate will be kept in the individual's file in FSP. In addition, flights in those aircraft must be approved by the Director of Flight Operations, and only after a thorough inspection of the airplane and aircraft logbooks as been accomplished.

It's a little more complicated than this, but if you are doing instruction in an owner's airplane, you need to make sure we as a company are listed as an additional insured (there's no change here) AND you must also ensure you as an individual also meet the minimum requirements of the Open Pilot Clause (or Warranty) OR be personally listed as an additional insured. (NWFS still needs to be listed with a waiver of subrogation.)

If you do not meet the minimums, then you may not be covered. Please ensure you review this before your next flight. If there are questions, please let me know and we can look at it in more detail.

SCHEDULING

NWFS uses Flight Schedule Pro (FSP) which is a web-based system used for record keeping, scheduling, and billing. Aircraft, simulators and flight instructors can be scheduled on this system. Students and patrons will be issued a login to FSP. Patrons utilizing services other than rental and/or instruction should refer to Appendix 5.

INSTRUCTOR ASSIGNMENTS

The Chief Flight Instructor will assign a flight instructor to each student. The student has the right to request a different instructor at any time during training. Feedback concerning instructor performance is welcome at any time.

RESERVATIONS

Reservations may be made by phone, on Flight Schedule Pro or in person. It is the student/renter's responsibility to ensure they have properly scheduled the airplane and/or instructor. Reservations of Cessna 172 aircraft should be scheduled in standard 2-hour blocks according to the following schedule (this is aircraft time, not instructor time):

7:00am – 9:00am*
 9:00am – 11:00am
 11:00am – 1:00pm
 1:00pm – 3:00pm
 3:00pm – 5:00pm
 5:00pm – 7:00pm*
 7:00pm – 9:00pm*

*Normal business hours are 9am-5pm, Mon-Sat. For solo rentals outside these hours, a call-out fee of \$100 may apply. Flight activities may be conducted outside of regular business hours by making prior arrangements with your flight instructor or the front desk.

Dual instruction flights must include a minimum of **60 min of ground time before and after** the scheduled flight. Flights requiring more than a 2-hour block (cross country flights, overnights, etc.) must have prior approval.

Billing for instructor/pilot time is from scheduled or actual start time (whichever is earlier) to the scheduled or actual time released by the instructor (whichever is later). Scheduling and billing of any instructor will include a minimum of 3 hours at the instructors posted hourly rate. Instructor/pilot time over the minimum three hours will be charged at the instructor's rate to the 10th of an hour.

All instructor reservations will be billed a minimum of 3 hours or the scheduled time in FSP, whichever is greater.

Billing for aircraft time is based on the HOBBS meter rounded to the next 10th of an hour.

All airplane reservations will be billed a minimum 50% of the scheduled time in FSP (not including the time between 9:00 pm and 7:00 am (10 hours) for overnight reservations.

(Example 1: If your instructor reservation is from 8:00am – 12:00pm and your aircraft is reserved from 9am-11am, you will be billed a minimum of 3.0 hours of instructor time and 1.0 hours aircraft rental.)

(Example 2: If the plane is booked from Monday at 12:00pm until Wednesday at 10:00am, the billing will be actual time flown, or a minimum of 13 hours, whichever is greater.)

DISPATCH PROCEDURES

Before pre-flight, the acting Pilot in Command must confirm that all information on the dispatch sheet is correct, ensure no airworthy discrepancies are noted and that maintenance inspection requirements will not be exceeded. Upon completion of the rental, the completed dispatch sheet, aircraft keys, rented equipment (Headsets, Stratus, IFR hoods, etc.) and appropriate documents must be returned to the front desk. Renter agrees that he/she has the right to review the aircraft logbooks and acknowledges that the logbooks may not be removed from the NWFS facility at any time. If at any time a pilot notices an aircraft discrepancy it should be written up on the discrepancy or "Squawk" sheet and verbally brief a NWFS employee. That employee will enter the discrepancy in FSP.

LATE POLICY

If you arrive late for your scheduled reservation the minimum charge policy applies, and the due back time does not change.

DUE BACK TIMES

If your airplane is not back at the scheduled time, NWFS will follow the missing airplane/emergency response plan (Appendix 3). If you are going to arrive after your scheduled return time, contact the front desk as soon as possible to advise of your new arrival time. Additional charges may apply if you disrupt another reservation. If you are on an overnight cross country and weather is not safe to return, NWFS will either approve delay of your return until it's safe at no additional charge or determine it's in the best interest to dispatch another plane and instructor to return the aircraft. The renter of the aircraft will pay for the two instructors time and the additional aircraft time to rescue the plane. This will also occur if an airplane is abandoned at any time. If there is a maintenance issue with the airplane, NWFS will determine the best course of action.

CANCELLATION POLICY

Cancellations made more than 24 hours in advance of scheduled start time will not incur a fee. If a student cannot attend a scheduled lesson (ground or flight) they must contact his/her instructor immediately. If the instructor cannot be reached the student must call Northwest Flight Service, LLC. Cancellations within 24 hours will incur a no-show fee and will be billed as follows:

- First No-Show: No charge.
- Second No-Show: The entire scheduled instruction time (flight and ground hours) will be charged.
- Third and subsequent No-Show: The entire scheduled airplane or simulator rental and instruction time will be charged.

If after arriving at the airport it is determined that the flight cannot be safely conducted, there will be no charge for the aircraft rental. However, the student will be responsible for the instructor's ground time.

RENTER QUALIFICATIONS & CHECKOUT PROCEDURE

All certificated pilots must complete a written test and rental checkout with a NWFS employed instructor who is appropriately qualified in the aircraft. The checkout must include a review of those items appropriate for the satisfactory completion of a flight review. Additionally, the renter is expected to be familiar with all applicable aircraft manuals, aircraft checklists, local operating procedures and NWFS policies and procedures. Cirrus rentals require the completion of the appropriate Cirrus Approach transition training course(s). After satisfactory completion of the checkout the CFI will make an appropriate annotation in the online reservation program. The renter qualification will be kept on file. If the renter has not flown a NWFS airplane in the past 6 months, he/she must receive approval from the Director of Flight Operations to make a solo reservation. All Cirrus qualified pilots must comply with the initial 60-day Skill Refresher course and the 6-month VFR/IFR Recurrent Check (as applicable) as part of the Cirrus Approach curriculum to rent any Cirrus aircraft.

REIMBURSEMENTS

NWFS will only reimburse for fuel and oil expenses paid by the student or renter. Renter agrees to reimburse the operator in the event suit is instituted by the operator to recover possession or to enforce any of the

terms, covenants, and conditions hereof, or to collect any sum of money, damages, or costs and reasonable attorney's fees incurred by the operator in such suit or suits.

RENTERS LIABILITY

Renter acknowledges personal liability to pay operator on demand for:

- Service and time charges computed at the applicable posted rates until rented aircraft is returned to the operator's home base.
- Any loss or damage to the aircraft, its components, or parts of equipment during the rental period due to negligence or poor aeronautical decision making.
- All expenses for patron's transportation or overnight stay as a result of an unresolved maintenance issue. NWFS is not liable for patron's lost time resulting from aircraft maintenance issues.
- The full amount of any additional costs (other than fuel/oil) incurred during the flight, including but not limited to transient parking and tie-down/hangar fees.
- Expenses resulting from aircraft abandoned away from the home base airport. The renter will be charged pilot expenses plus flight time at published rates to return the aircraft to the home base.
- Any charges incurred for personal expenses by the renter due to situations that are beyond the ability of NWFS to control (i.e. adverse weather, sickness, MX issues after takeoff, etc.) are the responsibility of the student or renter. I.e., NWFS is not responsible to pay for landing fees, hangar/tie-down fees, ground transportation, food, lodging or other such expenditures incurred by renter in those situations.

Renter acknowledges that he/she has inspected the aircraft and has found it to be airworthy and in good mechanical condition. Renter has the right to review the aircraft logbooks and acknowledges that the logbooks may not be removed from the NWFS facility at any time.

RENTAL LIMITATIONS

Renter agrees that rented aircraft shall not be used or operated:

- For illegal purposes.
- In any race, speed test, or contest.
- By any person other than the renter.
- Outside the limits of the Continental United States.
- For any use for which a charge is made, to include passenger or freight carrying for hire or reward.
- Any flight which the renter is not properly rated or certified.
- With external aircraft lighting turned off.
- For non-emergency off-airport landings, or landings at private or unpublished airports.
- For landings at airports with other than hard surfaced runways (grass, dirt, etc.).
- For spins, aerobatic maneuvers or formation flying unless required by the specific lesson necessary for a spin endorsement for a Flight Instructor certification.
- By a flight instructor not employed by NWFS.
- Without appropriate aircraft checklist and taxi diagrams.
- So close to another aircraft that it may create a collision.
- Into known or forecasted icing conditions unless the aircraft is approved and prepared for flight into known icing conditions.
- to taxi for the purpose of flight with frost, ice, or snow adhering to any lifting surface or to any window surface.

FUEL & FUELING SAFETY

All rental rates include fuel. If a specific fuel load is required, please advise NWFS personnel.

If fuel contamination is suspected, a NWFS employee must be notified immediately. The engine should not be started until all contamination has been removed. Aviation fuel samples, if clean, should be returned to the aircraft fuel tank using the sample jar provided. Do not dump fuel on the ramp. If required to fuel at the self-service pump at Felts Field or other off-site airport, a credit card is available in the airplane clipboard (the “can”). A fuel receipt must be returned to NWFS. During fueling operations, all persons should remain clear of the aircraft and ensure that all electrical switches and ignition switches are in the OFF position. All NWFS aircraft have a fire extinguisher on board. Pilots should use discretion in fighting fires, and only do so to ensure safe egress from aircraft.

All aircraft departing for a local flight must have a minimum of one-half of the maximum fuel capacity on board. For spin training or as determined by the PIC, the flight may depart with less than half tanks to ensure weight and center of gravity limitations are not exceeded. All solo cross-country flights are to depart fueled to the maximum capacity.

AIRCRAFT CLEANLINESS

Pilots are expected to keep the aircraft and ramp areas clean and free of debris. All trash should be removed from the aircraft and seatbelts latched at the conclusion of every flight. Except for bottled water, food or beverages are not to be consumed aboard any NWFS aircraft.

WINDSCREEN CARE

Students and renters should only use the supplied cleaning materials to clean the windscreen and aircraft interior/exterior. To prevent damage to the inside of the windscreen, headsets, clipboards, etc. are not to be placed on top of the instrument panel. Cleaning/wiping will only be in up/down motion; do not use circular motion, and only use a clean cloth on each swipe. Dirt/bugs causes scratching. Use an abundant amount of windshield cleaner.

WEATHER RESTRICTIONS

The following weather restrictions apply to NWFS operations:

	Ceiling	Visibility	Crosswind Component
Traffic Pattern	3000 AGL	5 NM	8 Kts
Practice Area	5000 AGL	8 NM	8 Kts
VFR Cross Country	5000 AGL	10 NM	8 Kts
IFR	200' above lowest published minimums	Published mins plus ½ NM for precision.	8 Kts

		Published mins plus 1 NM for non-precision	
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*Individual student/renter endorsements may be more or less restrictive than that presented in this table.

**Dual flight instruction may be conducted at the flight instructor's personal minimums which may not match this table.

COLD WEATHER STORAGE

If the airplane is parked at an off-site airport and temperature is forecast to be at or below 20 degrees Fahrenheit, or if plane has been parked for more than 2 hours at or below 20 degrees Fahrenheit, prior to starting the engine, the renter agrees to:

Store the airplane in a heated hangar

If a heated hangar is not available, store the airplane in a non-heated hangar and plug in the engine pre-heater.

If no hangar is available, plug in the engine pre-heater.

If the prior are not possible, the airplane may be pre-heated using an appropriate portable aircraft engine preheater.

PRE/POST-FLIGHT BRIEFING

Prior to each flight the instructor will brief the student on maneuvers to be performed in flight along with the learning objectives and completion standards of the flight. After the activity, a similar briefing will be conducted.

BOARDING AND DEPLANING

No one is permitted to approach, board, or exit the aircraft with the engine running except for authorized maintenance personnel. Instructor pilots initiating a supervised solo flight will taxi the aircraft to a point on the airport where the aircraft can be shut-down before the instructor deplanes, and instruct the student to do likewise before boarding again.

ENGINE STARTING

Before starting the engine, all pilots must verbally and visually ensure that the propeller area and area behind the aircraft are clear. The engine may not be started if another aircraft on either side is being fueled. Ensure that during engine starting and taxiing, aircraft doors are securely closed. Hand-propping of any NWFS aircraft is prohibited. Pilots should never start the engine while wearing a headset.

TAXIING

Taxi speed should be slow enough so when the throttle is closed, the airplane can be stopped promptly. 12 knots GS is the maximum speed allowed for taxiing aircraft. The pilot should have his/her eyes outside the airplane and hand on the throttle so as to have "control of the throttle" during all phases of taxi. Airplanes should never be taxied over unplowed snowy surfaces. Airplanes should never be taxied over tie down ropes. Do not leave a tow bar attached to the airplane when not in use. Airplanes should always be secured when unattended (chocks, insert gust lock, tie down if possible).

RUNUP AREAS

Engine RPM greater than that required for taxi should be done in airport designated runup areas. Multiple runup areas exist at Felts Field and pilots should be familiar with their proper use prior to taxi. When using runup areas, consider wind speed/direction and allow room for other aircraft.

VFR FLIGHT FOLLOWING

All NWFS aircraft departing under VFR must use VFR flight following to the maximum extent possible. Flight following along with on-board traffic and proper visual clearing will aid in collision avoidance.

VFR DEPARTURES FROM FELTS FIELD

Southwest or Northwest bound VFR departures from Felts Field should expect special departure instructions from the Felts Field ground controller. Pilots departing VFR to the southwest or northwest should advise ground control prior to taxi and clearly state their intended transition out of KSFF airspace. Aircraft departing to the south should use Mica Gap and aircraft departing to the southwest should travel west of Tower mountain.

ATC instructions will give guidance to NW, W or SW departures to keep them clear of the approach into Spokane International Airport. Pilots can expect guidance from ATC as follows:

Southwest or West Departure: "Remain south of interstate 90 at or below 3,500 feet"

Northwest or West Departure: "Maintain heading 320 or further North at or below 3,500"

PRACTICE AREAS

Training areas are designated in Appendix 1. Advise ground as to which training area you plan to use.

SIMULATED ENGINE FAILURES

Simulated engine failures will not be initiated below 500' AGL, or as prescribed by FAR 91.119, whichever is higher, unless over a runway with suitable landing distance remaining.

STUDENT NIGHT SOLOS

NWFS student pilots holding a Student Pilot Certificate:

May not fly solo at night

May not depart on a solo flight in the morning prior to official sunrise

Must land no later than official sunset when on a local flight

Must plan to land one (1) hour before official sunset if on a solo cross-country flight.

SECURING THE AIRPLANE

Renters are not permitted to move airplanes without employee approval and supervision. Aircraft should be stored in our hangar unless otherwise requested by a NWFS employee. There are situations in which a pilot may be requested to park the aircraft outside. In this case, the aircraft should be parked and properly secured:

- Tied down properly at three locations on the airplane, if available;
- Control/gust locks must be installed on the yoke;
- Seat belts fastened;
- Pitot Cover installed;
- Main gear chocked on the pilot side.

CROSS COUNTRY OPERATIONS

All solo rentals planning to land at an airport greater than 50nm from KSFF must advise the front desk of their intentions prior to departure.

DIVERSION FROM INTENDED POINT OF LANDING

NWFS must be notified of any diversion as to the reason, pilot intentions, and possible revision to the due-back time.

PILOT DUTY LIMITATIONS

The following policy applies when hiring our pilots:

- A flight instructor may not conduct more than 8 hrs of flight training in any 24 consecutive hours.
- 10 hours is a normal duty period
- 14 hours is a maximum duty period
- Maximum consecutive duty periods shall be 6 days
- Minimum off duty time in a seven-day week shall be 24 consecutive hours
- Minimum of 12 consecutive hours of rest are required during the 24-hour period that precedes the completion of the last activity. (ie, at the end of any duty period there should have been 12 hours of rest in the prior 24hs.)

Duty Period means the period of elapsed time between reporting for an assignment involving instruction and/or flight time and release from that assignment by the customer.

Rest Period means free time and must include an opportunity for at least 8 hrs of uninterrupted sleep.

TRAVEL, PILOT SERVICES and AIRCRAFT FERRY

Occasionally services other than aircraft rental and active instruction are requested by the customer. Sometimes these services include but are not limited to pilot services, commercial travel, aircraft ferry and aircraft reposition for maintenance. Any such situation or service must be approved by the Directors of NWFS. A form in Appendix 5 will be used to collect all pertinent information PRIOR to any activity. Any employee may work with a customer to collect the relevant information on our form. That information must be given to the NWFS directors who will develop options that will then be presented to the customer. The customer must agree to one of the options prior to the service. The following guidelines will help clarify what is expected during these situations.

When the instructor/pilot is required to overnight out of town, a 3-star or better hotel room and meals will be provided by the customer. (If meals are not purchased by the customer, \$75 per diem will be charged to the customer.) If the instructor/pilot must travel commercially on behalf of the customer, his/her travel time will be billed at the normal hourly rate. Commercial air fare (coach seating) will be purchased by NWFS and charged to the customer. On some occasions it may be more efficient to reposition pilots using rental aircraft. The instructor/pilot's time is billed at the normal hourly rate during times of instruction, travel, delays, and idle or standby time. All duty days involved in an overnight or multiday assignment will be billed at a minimum of 10 hrs per day. Required rest time is not billed (see Pilot Duty Limitations).

MAINTENANCE

MAINTENANCE CONTROL

Maintenance on NWFS aircraft is controlled by the Director of Maintenance (DOM). No maintenance is allowed without prior approval from the DOM. All discrepancies are to be documented clearly and completely by communicating with NWFS staff who will create a squawk in FSP.

INSPECTIONS AND SCHEDULED MAINTENANCE

No person is authorized to over-fly a scheduled maintenance inspection event without prior authorization from the Director of Maintenance.

OFF AIRPORT MAINTENANCE

Renter will not tamper with or attempt to repair any part of the aircraft or its accessories. If the aircraft requires maintenance or servicing while away from the home base, the Pilot-in Command (PIC) will contact NWFS for instructions. As a last resort, the PIC is authorized to contract for minor maintenance items up to \$250. If the PIC authorizes maintenance or servicing while away from the home base, he/she must use a certified Airframe and Powerplant Mechanic. The PIC will return all receipts, log entries and documentation from the servicing facility relating to the maintenance done on the aircraft.

ACKNOWLEDGEMENT

I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE NORTHWEST FLIGHT SERVICE, LLC POLICIES AND STANDARD OPERATING PROCEDURES MANUAL. I HAVE READ, UNDERSTAND AND AGREE TO ADHERE TO THE PROVISIONS, COVENANTS, RESTRICTIONS, AND REQUIREMENTS CONTAINED WITHIN. FUTURE CHANGES TO THIS DOCUMENT WILL BE EMAILED AND A COPY POSTED TO THE WEBSITE.

Renter Signature: _____

Name (Printed): _____

Date: _____

Operator Signature: _____

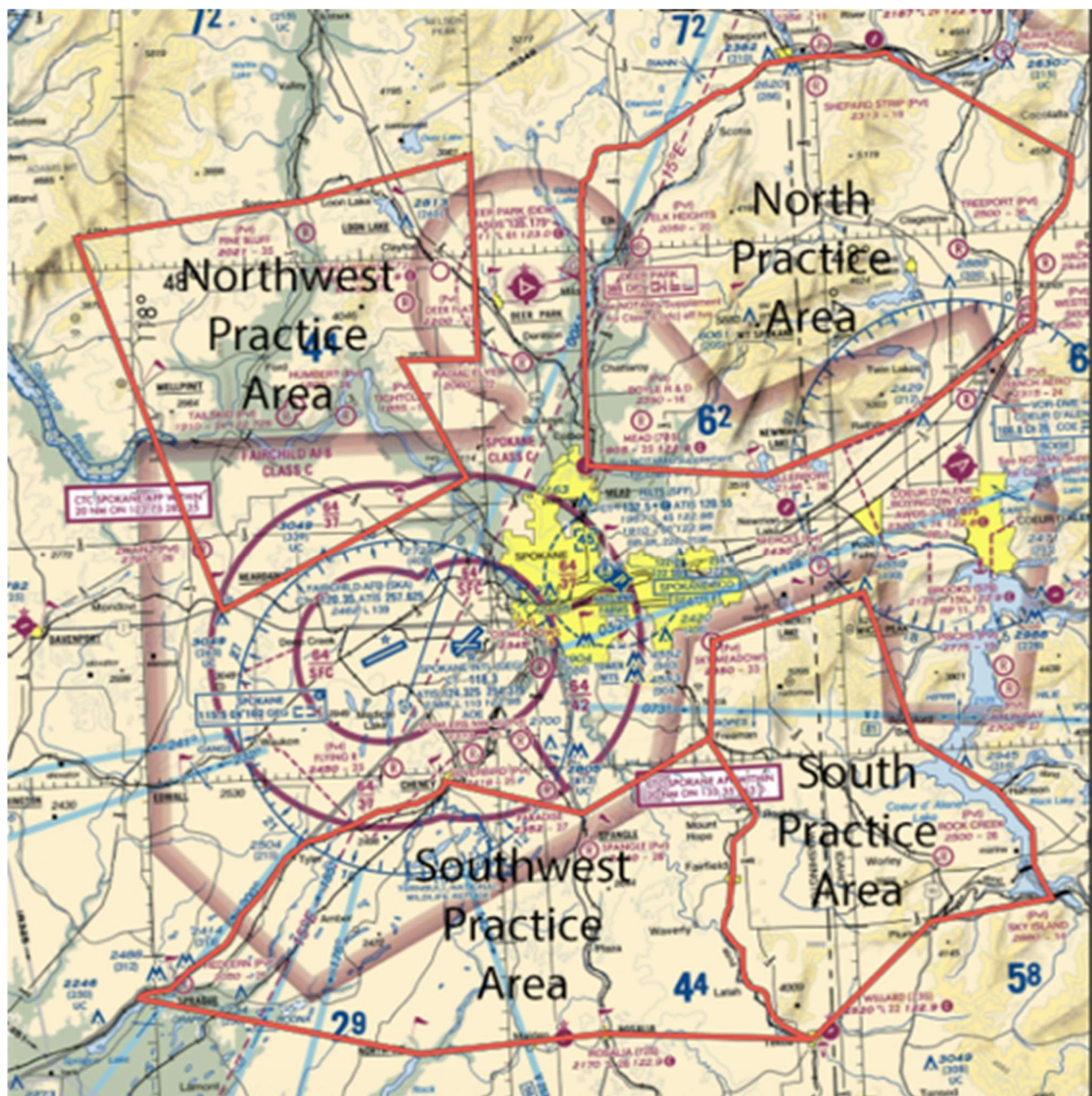
Name (Printed): _____

Date: _____

APPENDIX 1 –Training Area Map

North, Northwest, South and Southwest Training Areas

This map gives general guidelines of training areas but does not limit the area at which they may practice. The Chief Pilot holds the discretion in expanding these guidelines. The training areas depicted represent areas where students and instructors typically fly when practicing maneuvers. Felts ATC is aware of areas referred to as “north/northwest practice area” and “south/southwest practice area”. The pilot may use this terminology when obtaining departure clearance. All flights should obtain flight following services from ground control prior to take off. All maneuvers in or out of the practice area will be conducted IAW FAA regulations and guidance and at or above altitudes mentioned in FAA publications. **If you plan on departing west of tower mountain, ensure you ask for the Southwest Practice Area. Otherwise expect to depart through Mica Gap.**



APPENDIX 2 – Approved Cross Country Airports

Airport Name	City	Distance from KSFF (NM)
Boundary Co (65S)	Bonnors Ferry, ID	75
Bowers Field (KELN)	Ellensburg, WA	136
Lake Chelan (S10)	Chelan, WA	106
Coeur D'alene (KCOE)	Coeur D'alene, ID	21
Columbia Gorge Reg./The Dalles (KDLS)	The Dalles, OR	201
Deer Park (KDEW)	Deer Park, WA	18
Desert Aire (M94)	Mattawa, WA	122
Eastern Oregon Reg. (KPDT)	Pendleton, OR	135
Ephrata (KEPH)	Ephrata, WA	92
Grand Coulee Dam (3W7)	Electric City, WA	72
Grant Co (KMWH)	Moses Lake, WA	86
Hermiston (KHRI)	Hermiston, OR	137
LaGrande/Union Co (KLGD)	LaGrande, OR	146
Lewiston-Nez Perce Co (KLWS)	Lewiston, ID	80
Lexington (9S9)	Lexington, OR	166
Libby (S59)	Libby, MT	82
Martin (S95)	College Place, WA	108
Omak (KOMK)	Omak, WA	100
Othello (S70)	Othello, WA	89
Pangborn Mem (KEAT)	Wenatchee, WA	118
Prosser (S40)	Prosser, WA	134
Pru (33S)	Ritzville, WA	55
Pullman/Moscow Reg (KPUW)	Pullman, WA	57
Quincy (80T)	Quincy, WA	106
Richland (KRLD)	Richland, WA	116
Sandpoint (KSZT)	Sandpoint, ID	48
Shoshone Co, (S83)	Kellogg, ID	47
Spokane International (KGEG)	Spokane, WA	9
St. Maries (S72)	St. Maries, ID	37
Tri-Cities (KPSC)	Pasco, WA	112
Walla Walla Reg (KALW)	Walla Walla, WA	103
Wilbur (2S8)	Wilbur, WA	58
Yakima/Mcallister (KYKM)	Yakima, WA	148

APPENDIX 3 – MISSING AIRCRAFT/EMERGENCY RESPONSE PLAN

In the event that a NWFS aircraft is late or missing the following procedure will be followed.

- Attempt to contact individual PIC or passengers
- Use online flight tracking apps
- Call the local approach or tower
- Call the destination airport
- Call flight service to initiate search and rescue

Persons involved in any aircraft incident or accident will follow the Aircraft Incident or Accident Report on the next page.

NWFS pilots, student pilots, or patrons must not admit fault or blame to anyone other than NWFS officials. No statements or comments may be made to members of the press.

Students and Flight Instructors **MUST** make every attempt to **NOT** speak to the aforementioned agencies without NWFS Management. Any information provided to the authorities may be used against you! Before making any statements to the FAA, NTSB or local authorities, make sure you are in a private room away from the media. Do not grant any media interviews. Once in a private area, the pilot(s) will tell any local, state or federal authorities that they intend to fully comply with the investigation, but request that personnel from NWFS management be present. **DO NOT** make any statements to the press, bystanders or non-government officials. **DO NOT** make any statement regarding liability or fault. Allow the FAA/NTSB to ask their questions and determine the cause of the accident.

In the event of an accident or incident do the following:

1. Call 911 and prioritize injuries.
2. If safe to do so, secure the aircraft.
 1. Turn off all electrical, fuel, magnetos, ELT.
 2. Move the plane only if necessary for safety. NTSB will approve any other movement.
 3. Gather personal belongings, keys, data cards, dispatch sheet, POH, etc.
 4. Except for injuries, do not leave the site until contacting a NWFS employee.
3. Contact NWFS at 509-458-2359. If no answer or after hours try the following cell phones
 1. Director of Flight Operations: Dan Arch 509-869-6687
 2. Director of Business Operations: Aaron Richardson 509-481-8750
 3. Director of Aircraft Management: Tim Lewis 509-220-0498
 4. Director of Maintenance: Pete Reed: 509-951-9971
4. Take many pictures of the area. [Do not send them to ANYONE outside NWFS leadership.]
5. Fill out the information on the following page within 24 hours.
6. Follow 49 CFR Part 830 guidance. Discuss with NWFS Director of Flight Operations.

Aircraft Incident and/or Accident Report

Fill out the following information within 24 hours of the incident:

1. Date: _____
2. Time: _____
3. Location: (best geographical description as possible) _____
4. Pilot's Name: _____
5. Pilot's Phone Number: _____
6. Any other persons on board name and contact information: _____
7. Aircraft Type: _____
8. Aircraft Tail Number: _____
9. Last point of Departure: _____
10. Intended point of Landing: _____
11. Description of any injuries: _____
12. Description of aircraft damage: _____
13. Eye witnesses or public assistance name and numbers (police, fire, etc.):

APPENDIX 4 – PRODUCT and SERVICES SALES AGREEMENT

SALES AGREEMENT: Northwest Flight Service, LLC provides the products and services identified by invoice or other documentation provided to the CUSTOMER in exchange for the consideration paid by or on behalf of the CUSTOMER. Northwest Flight Service, LLC and the CUSTOMER are hereinafter collectively known as the PARTIES. The PARTIES agree that the following terms and conditions apply to this agreement.

LIMITED PRODUCT WARRANTY: This LIMITED PRODUCT WARRANTY extends only to the AIRCRAFT and CUSTOMER identified by invoice or other documentation provided to the CUSTOMER. All products provided by Northwest Flight Service, LLC are only provided for their intended use and in accordance with governing regulations. Northwest Flight Service, LLC will, at its option, replace or refund the price of products that fail to perform to manufacturer's specifications. Northwest Flight Service, LLC assumes no liability for products used for other than their intended use and no addition liability, other than replacement or refund, for damages caused by defective products. See product label for manufacturer's intended use, specifications, product warnings, and limits to liability and warranty.

LIMITED SERVICE WARRANTY: This LIMITED SERVICE WARRANTY extends only to the AIRCRAFT and CUSTOMER identified by invoice or other documentation provided to CUSTOMER. All services provided by Northwest Flight Service, LLC are provided at the express direction of the CUSTOMER. Northwest Flight Service, LLC will, at its option, re-attempt to accomplish services or refund the charges for services not performed in accordance with manufacturer's specifications or governing regulations.

DURATION AND ACTIVATION OF LIMITED PRODUCT AND SERVICE WARRANTIES: These LIMITED PRODUCT and SERVICE WARRANTIES are effective for thirty (30) days or ten 10 engine running hours (not flight hours), from the date/engine time of the invoice/documentation of services, whichever comes first. To submit a claim for products or services that do not perform in accordance with manufacturer's specifications or governing regulations, present the original invoice and a written description of the failure to meet specifications to Flight Services Northwest. Flight Services Northwest will respond to the claim within thirty (30) days.

DISCLAIMER: THESE LIMITED PRODUCT AND SERVICE WARRANTIES ARE IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND GOOD WORKMANSHIP. ALL WARRANTIES ARE LIMITED TO THE TERMS AND DURATION OF THESE LIMITED PRODUCT AND SERVICE WARRANTIES. NORTHWEST FLIGHT SERVICE, LLC SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF AIRCRAFT RESULTING FROM THE PROVISION OF ANY PRODUCTS OR SERVICES UNDER THESE LIMITED PRODUCT AND SERVICE WARRANTIES, HOWEVER CAUSED. THERE ARE NO OTHER WARRANTIES OR REPRESENTATIONS AND NONE SHALL BE IMPLIED.

WAIVER, and RELEASE: CUSTOMER agrees to waive and release any rights to subrogation or contribution that any insurer or third party might otherwise acquire against Northwest Flight Service, LLC arising out of provision of products or services by Northwest Flight Service, LLC, including any wrongful or negligent act unless such act is determined to be gross negligence or willful misconduct.

MANDATORY DISPUTE RESOLUTION: Any controversy or claim arising out of or relating to this AGREEMENT, or the breach thereof, that cannot be settled by the PARTIES must be settled by arbitration. Each PARTY will present a list of three arbitrators to the opposite PARTY. The PARTIES will then agree on a single arbitrator. The arbitrator shall hear the facts attendant to such dispute and shall make an appropriate decision. The decision of the arbitrator will be binding on the PARTIES. The expenses of the arbitration shall be borne equally by the PARTIES. Any award rendered by the arbitrator may be entered in the Spokane County Superior Court in the State of Washington. If the PARTIES cannot agree on a single arbitrator, arbitration will be conducted by a panel of three arbitrators. Each PARTY shall select one arbitrator and the two selected arbitrators shall select the third arbitrator. The panel of three arbitrators shall hear the facts attendant to such dispute and shall make an appropriate decision as determined by a majority of the arbitrators. The majority decision of the arbitrators will be binding on the PARTIES. The expenses of the arbitration shall be borne equally by the PARTIES. Any award rendered by the arbitrators may be entered in the Spokane County Superior Court in the State of Washington.

GOVERNING LAW AND FORUM: This AGREEMENT shall be governed by and construed in accordance with the laws of the State of Washington, without regard to principles of conflicts of laws. In the event of failure or appeal of any Dispute Resolution, any and all disputes arising from the enforcement or breach of this AGREEMENT shall be filed and determined in the Spokane County Superior Court in the State of Washington.

APPENDIX 5 – Travel, Ferry, and Pilot Services Agreement

Complete the following items and return to NFWS before services:

1. Pilot/Customer's Name: _____
2. Pilot/Customer's Phone Number: _____
3. NWFS (Travel/Ferry) Employee's Name: _____
4. NWFS Employee's Phone Number: _____
5. Date(s) of anticipated services: _____
6. Description of services: _____

7. Flight Plan: _____
(Attach cross country flight plan if applicable)
8. Name and contact information of any other persons on board: _____

9. Aircraft Type: _____
10. Aircraft Tail Number: _____
11. Initial point of Departure: _____
12. Intended point of final Destination: _____
13. Other/further attendant services (include any time or services for which fees/charges are expressly waived, eg. lodging or idle time, etc.): _____

Northwest Flight Service, LLC (NWFS) and the Customer (the Parties) agree to the following:

- A. NWFS pilot time will be invoiced at the NWFS published rate (\$____/hr) regardless of flight crew position assignment or other duties and responsibilities.
- B. Travel days and layover days are considered chargeable days, and charged up to the maximum hourly work day allowable by law for the day (not including mandatory rest time) in consideration of Pilot Duty Limitations, below. Any exceptions or discounts to this will be addressed on an individual basis, and addressed at section 13 of Appendix 5, above.
- I. The following policy applies when hiring our pilots:
- A flight instructor may not conduct more than 8 hrs of flight training in any 24 consecutive hours.
 - 10 hours is the maximum work period
 - 14 hours is a maximum duty period
 - Maximum consecutive duty periods shall be 6 days
 - Minimum off duty time in a seven-day week shall be 24 consecutive hours
 - Minimum of 12 consecutive hours of rest are required during the 24-hour period that precedes the completion of the last activity. (ie, at the end of any duty period there should have been 12 hours of rest in the prior 24hs.)

Duty Period means the period of elapsed time between reporting for an assignment involving flight time and release from that assignment by the customer.

Rest Period means free time and must include an opportunity for at least 8 hrs of uninterrupted sleep.

- C. Any airline travel required for the NWFS pilot will be booked by NWFS and paid as agreed in the NWFS Credit/Payment Agreement (see Appendix 6) unless otherwise agreed in section 13 of this Appendix 5, above.
- D. The Customer will cover normal and reasonable expenses incurred by the NWFS employee in accomplishing the flight services for the Customer. Such expenses would include, but are not limited to airfare, hotel, meals, transportation, tips, etc. Where reasonably possible, such as when Customer and NWFS employee are traveling together, the Customer may pay for such services directly to the provider (i.e. lodging, meals, ground transportation, etc.); otherwise the services will be paid as agreed in the NWFS Credit/Payment Agreement (see Appendix 6) unless otherwise agreed in section 13 of this Appendix 5, above.

- E. Customer and NWFS Director or Designee will discuss the services fully BEFORE engaging in services, and complete all necessary forms and exchanges of information before any services or flights in furtherance of services.

- F. Insurance: The Client hereby agrees to indemnify and forever hold harmless NWFS and their employees and/or designees, their heirs and relatives, from and against any liability, whatsoever (including reasonable attorney's fees) arising out of or in any way connected with any damage to or destruction of any aircraft or death, injury or loss resulting from or occasioned by performance of the services rendered pursuant to this agreement. Northwest Flight Service, LLC, and any named representative(s) (as possible and practical) shall be named as additional insured on policies of insurance covering the aircraft with copy to be kept in Customer's file at NWFS. The Client shall obtain a waiver of subrogation from the hull insurance underwriters (as possible and practical) in favor of Northwest Flight Service, LLC, their heirs and relatives, in connection with these services.

- G. NWFS and Customer shall follow all applicable laws and regulations in all services and shall verify individually that all pilots and aircraft have required current documents (e.g. certifications, logs, registration(s), other applicable documents).

This AGREEMENT shall continue in effect until such time as the parties make changes in writing.

Customer Signature: _____

Name (Printed): _____

Date: _____

NWFS Director/Designee Signature: _____

Name (Printed): _____

Date: _____

APPENDIX 6 – Northwest Flight Service, LLC Credit/Payment Agreement

Name: _____

Billing Address: _____

Cell phone: _____ Email: _____

This is an agreement between the person named above (the Debtor) and NORTHWEST FLIGHT SERVICE, LLC. By executing this agreement, you agree that all charges to your account will be paid in full.

In this agreement the words "you," "your," "yours," "patron," and "student" mean the Debtor, who may or may not be a student at NORTHWEST FLIGHT SERVICE, LLC. The word "account" means the account established in your name to which charges are posted and payments credited. The words "we," "us," "our," "school," and "NWFS" refer to NORTHWEST FLIGHT SERVICE, LLC.

Payments: Because of past issues with flight services patron payments, patrons are required to follow one or more of these payment options:

1. Deposit is required in the amount of 50% of the expected total cost of the service (Ferry, Rating or License, Checkride, and all other anticipated services). Progress billing will then take place on a two week cycle. Final payment is required at completion of the service. Services will terminate or be put on hold if the customer balance drops below \$0 during the service period.

2. Automatic Payment Form. The automatic payment plan can use a credit or debit card. Charges are processed daily upon completion of services and/or flight(s). The form for enrolling in the automatic payment plan is available at the front desk. If an automatic payment fails, the student's flight training or patron's flight services is put on hold until the problem is resolved.

3. Confirmation of third party institution payment (example: employer, etc.).

Charges to Account: We have the right to cancel your privilege to make charges against your account at any time.

Finance Charge: A finance charge will be imposed on each item of your account which has not been paid in full as required. The FINANCE CHARGE is computed at the rate of one percent (1%) per month, or an ANNUAL PERCENTAGE RATE of twelve (12%) percent on the past due balance. The past due balance is calculated by taking the statement balance and subtracting any payments or credits received. A grace period may be given at the School's discretion. The remaining balance owing, if any, is multiplied by one percent (1%) to obtain the periodic finance charge. The minimum Finance Charge is \$1.

Default: You will be in default if you do not pay your statement balance in full by the due date. Default means that we can demand immediate payment of the full account balance. If we have to refer your account to a collection agency, you agree to reimburse NORTHWEST FLIGHT SERVICE, LLC for any collection agency fees, which may be based on a percentage of your account balance, at a maximum of 50 percent (50%) of the debt, and all costs and expenses, including reasonable attorney's fees we incur in such collection efforts. If we have to refer collection of the balance to a lawyer, you agree to pay all lawyer's fees which we incur plus all court costs. In case of suit, you agree the venue shall be in Spokane County, Washington.

Credit History: You give us permission to check your credit and employment history and to answer questions about your credit experience. We have the option to report your account status to any credit reporting agency such as a credit bureau.

Effective Date: Once you have signed this agreement, you agree to all of the terms and conditions contained herein and the agreement will be in full force and effect.

Signature: _____ Date _____