

# **VATCA TERMS & CONDITIONS**

## **OVERVIEW**

VATSIM and VATCA have a shared goal of making an online environment that serves the needs of the flight simulation and virtual air traffic control community. Whilst maintaining the network, we also provide a place for you to have a chance to make friends all across the world or unwind with other people who share the same passion as you.

The rules outlined below offer guidance for using the VATCA systems. Members are also subject to all VATSIM policies, including but not limited to:

- VATSIM Code of Conduct
- VATSIM Code of Regulations
- VATSIM User Agreement
- VATSIM Safeguarding Minors Policy

These rules are here as a guide which members of the community should follow. These rules protect our members but it also guides them in their behavior so as to avoid moderation and retain access to our services.

VATCA reserves the right to carry out any actions deemed necessary to enforce these Terms & Conditions, the policies of VATCA, the division, or the VATSIM network as a whole. Examples are (but not limited to) closing and/or removing any discussion or content that is unacceptable. This can be done regardless of whether the specific violation is covered in these Terms & Conditions. Any member that is unsure of whether their actions would breach the Terms & Conditions, should use caution and consider whether a different approach would be appropriate.

Whilst the whole staff team does their best to ensure that the public use of our systems is a fun and safe medium, it is unrealistic to think we are able to vet 100% of all content posted. If you believe anything to be in violation of any of the Terms & Conditions, please use the appropriate reporting tools to bring it to our attention. The moderation team can be contacted by email at [support@vatca.online](mailto:support@vatca.online). Any appeal relating to a specific moment of moderation must be communicated within 5 days of the decision.

## **SECTION 1 - REQUIREMENTS**

1.1 All communication which takes place on VATCA services is governed by the rules set forth in the VATSIM User Agreement, Articles 3.1 sections A, B and C which may be viewed at VATSIM.net are relevant for you to be aware of.

1.2 Moderators are those people assigned to enforce the terms outlined here. Moderators are appointed and removed at the sole discretion of the VATCA Staff Team and decisions regarding appoints/removals are non-discussable with members. Administrators and Network Supervisors may also take action against individuals who are in breach of the Code of Conduct, the Code of Regulations or the User Agreement. Every member of VATSIM is governed by the Terms & Conditions, regardless of any position or status they may hold.

1.3 Any verbal or written message via a channel or private message (PM), sent on any platform that is owned and/or operated by VATCA, that is believed to be in breach of the Terms & Conditions, should be brought to the attention of the Moderation Team. This is done by contacting the moderation team as detailed above. Some systems that we own and/or operate have built in reporting systems. Where these exist, they should be used in the first instance, prior to submitting an email. Members that take matters into their own hands will be treated accordingly and may themselves be subject to moderation.

1.4 Some mediums that we own and/or operate can be highly dynamic due to the pace of discussion. It can be very easy to forget the wider audience which can follow the conversation. Everyone using these mediums is advised.

1.4a Several thousand people may be able to read what you post or send, including members of the age of 13. Also, the readers include those members who come from the minorities of our community and those people who joined the division today.

1.4b Popular mediums of communication act as a shop window for the division to show the world which values we hold and how we want our community to look.

1.4c Where conversation happens at pace, moderation in these mediums may be swift, and decisive and be used to defuse inappropriate content or discussions from spiraling out of control.

1.5 Members shall not post defamatory comments about specific individuals on any VATCA services. There are ways and means of dealing with these problems and publicly slandering the individuals concerned is not the correct way. Any member found to be doing this, regardless of the medium, will be disciplined as outlined in section 5 major offenses section of these Terms & Conditions

1.6 Moderators may remove the content in breach of the Terms & Conditions. In this case, the moderator will make reasonable efforts to inform the member of the action taken. This may contain either a written reason from the moderator explaining the removal or the Terms & Conditions clause that has been broken will be put in its place. This can sometimes be less straightforward to achieve, depending on the medium used. Where content has been removed, without further action, there is no right to appeal, although it is subject to ongoing review by the team.

1.7 Where a member has broken the Terms & Conditions seriously and intentionally, they may have their access to all VATCA services removed for a specific amount of time. In this instance, the member will be notified by email informing them of the reasons for removal.

*If a member feels that disciplinary action brought upon themselves was unfair or unjust, they must contact the moderation team as detailed above. A member shall be notified of the outcome of their appeal within 5 days of the appeal being submitted. Once an outcome has been given and the member notified, there is no further right to appeal and the decision of the appeal is final. Public discussion of any appeals is an automatic right for removal.*

1.8 VATCA reserves the right to modify and change the Terms & Conditions at any point without prior warning. Members will be notified when a change to the Terms & Conditions occurs.

## **SECTION 2 – ADVERTISING AND SPAMMING**

VATCA wishes to remain impartial towards other organizations and companies. Therefore, members are asked to follow the terms outlined below in regard to advertising and spamming using VATCA Services.

2.1 Virtual Airlines, Promotion of virtual airlines or similar organizations is allowed. However, advertising staff positions, or recruiting pilots is NEVER allowed on any VATCA service.

2.2 Products for Sale, Members are not permitted to post links to products or direct advertisements of products for which they are profiting in any way.

2.3 Spamming, Posting spam using any VATCA services is strictly prohibited. Spamming is considered the posting of unwanted or unhelpful content on a continual basis in order to advertise items for sale, link to third parties or services, or forcefully and repeatedly put the same point across. This includes audio, images, video, and animations as well as text.

## **SECTION 3 - COMPUTER MISUSE**

Offences committed as listed below will be subject to immediate removal with no right to appeal. The member will be reported to their ISP and prevented from accessing any VATCA services indefinitely. The matter will also be escalated to the VATSIM Network Supervisor team and to the VATSIM Board of Governors.

3.1 Threats and Harassment, All members are entitled to use any VATCA service without fear of violence or being the recipient of threats or harassment. Any member found to be threatening or harassing another member via any medium will be subject to disciplinary action as outlined in this section.

3.2 Hacking, Any member found to be “hacking” or interfering with the operation of any of the VATCA services in any way will be subject to removal. “Hacking” is to be considered as maliciously attempting to access any restricted areas and/or activity that interferes with the daily routine running of the VATCA services. “Ethical” hacking or the utilization of loopholes is also not permitted.

3.3 Illegal Activities, Members are not to discuss any illegal activities using any VATCA Services. This includes, but is not limited to, posting cracks / hacks / serials in order to avoid copyright protection. In addition, no discussion of how to download torrents and/or pirated software or discussion of how to hack or any other illegal activity is permitted.

#### **SECTION 4 - MINOR OFFENSES**

All offenses listed below are generally committed unintentionally. However, continued breaches of any offenses in this section may result in a period of suspension from VATCA Services.

4.1 Screenshots and Images On Discord, use the appropriate channel for screenshots. The use of GIFs is broadly discouraged. As a medium, this is highly likely to result in a difference in understanding between members. There may be implied (deliberate or accidental) secondary meanings.

4.2 Off-topic discussions, Our services have channels dedicated to several topics important to the running of the facility. More general channels may attract topics that are only partly relevant to aviation or the network. Staff members may advise individuals where topics are irrelevant for discussion in this medium or where a better channel exists for this topic. Failing to keep the conversation on-topic often will result in action taken under this section.

4.3 Real-time guidance, In some settings any staff member may give advice to individuals about how to behave in a different way, short of moderation. Follow this guidance as it is a way of gently avoiding moderation. Continuing to behave inappropriately will result in action taken under this section.

4.4 Swearing (VERBAL), VATCA Services are here in order to provide a place for members of this network to come together and communicate. Members of VATSIM vary in age as low as 13 and therefore our community should be free of profanity and vulgar language. If the offense is a fleeting verbal use of unacceptable language you may be subject to this term. If you post content containing unacceptable language (or links containing such content) you will be subject to sub-section 5.1.

4.5 Screen Sharing, Streaming, and Use of Video Members who choose to use streaming or live video functionality are held accountable for all content broadcast. Members should be aware of how these features work and pay attention to (unintended) background content. We advise members to terminate this feature once the need for sharing has ended. Use of your webcam should be considered very carefully and must comply with all parts of the Terms & Conditions of the division.

## **SECTION 5 – MAJOR OFFENSES**

All users of VATCA services have the right to be able to participate without feeling victimized or scrutinized by other members. These offenses likely breach other VATSIM policies.

5.1 Crude, Rude, or Socially Unacceptable Language This type of language will not be tolerated while using the VATCA Services. VATCA Services are here in order to provide a place for members of this network to come together and communicate. Members of VATSIM vary in age as low as 13 and therefore our services should be free of profanity and vulgar language. This includes posting links to content that contains this type of language. Profanity filters will attempt to remove these kinds of words on various services; however, any attempt to bypass the filter will be treated as a breach of this term.

5.2 Inflammatory and/or Irrelevant Posts, VATCA does not wish to discourage healthy debate and discussion while using VATCA services, however, any content that is made with the intent of arguing or “debating” in a defamatory, inflammatory and non-productive manner will not be tolerated.

5.3 Sexually Explicit Material or Language, It is considered unacceptable to post images/videos or links to websites that contain sexually explicit material aimed at those 18 and over while using any VATCA services, including the use of sexually explicit language (verbal or written). Profanity filters will attempt to remove these kinds of words on various services; however, any attempt to bypass the filter will be treated as a breach of this term.

5.4 Safeguarding of Minors, Members must report concerns regarding communication of a sexual nature, exploitation, abuse & harassment, radicalization, or discrimination towards minors. It is not acceptable to utilize any part of the division to discuss or imply the sexualization of anyone below the age of consent regardless of the age of other involved parties. It is not permitted to approach or encourage members in this regard to use our services. Any member who is remotely aware of any activity involving abuse of minors must report it to the Moderation Team and/or to VATSIM as outlined in VATSIM Safeguarding Minors Policy. Breach of the law can and should be reported to the police.

**APPROVED FOR RELEASE**

This document is approved for release by the VATSIM Central America Division Director. This policy cancels any existing divisional privacy policies, and procedures. For questions, please contact the VATSIM Central America Division Director via email at [vatca1@vatca.online](mailto:vatca1@vatca.online).