



Customer Handbook
www.harvsair.com
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(204) 326-2434 or 1-800-HARV AIR in Canada

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Harv's Air Steinbach South Airport Box 1056, Steinbach, MB, R5G 1M8

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Introduction

Welcome to Harv's Air

Harv's Air Service is a family owned and operated air service located just south of Steinbach, Manitoba. We offer accelerated but very comprehensive courses for all licences and permits from the new Recreational Permit on through to the Multi-IFR and Instructor Ratings. Since 1972 we have taken pride in offering the very best in flight training, in the safest, most enjoyable way possible.

Our Staff of instructors are all fully qualified and dedicated to making your flight training the most fulfilling, enjoyable experience possible. We also have several Designated Flight Test examiner employed in the company ensuring the highest standard of flight training possible.

Harv's Air Service's fleet of aircraft's are second to none. We operate a mixed fleet of airplanes consisting of Cessna 152's, Cessna 172's, Citabrias, Pa-28, Pitts S2B, Beach Travelair, and a Piper Navajo ensuring a variety in your flight training. All aircraft are maintained to the highest standard by our on staff Aircraft Engineers.

Harv's Air of Service is located 2 miles south Steinbach, at the Steinbach South Airport just a 30 min. drive form the perimeter of Winnipeg. This airport is owned and operated by the school ensuring no landing fees, terminal fees, and headaches with no delays in your flight training.

This customer's Handbook is designed to help new pilots understand the basics of obtaining their license and the benefits of flying with Harv's Air. Licensed pilots will find information on policies and procedures regarding aircraft rental.

If you can't find the information here, **then please ask!** You'll also find more information about Harv's Air at www.harvsair.com

General rules and regulations

- All flying shall be conducted in accordance with the Canadian Air Regulations, as amended and with the Information Circulars issued from time to time by Transport Canada.
- Flying operations shall comply with the conditions of the Air Transport Board Licences and Transport Canada Operating Certificates issued and in force for the school.
- No pilot will be permitted to fly a school aircraft while under the influence of intoxicating liquor, drugs or other medication capable of impairing the pilot's ability, nor shall the pilot be permitted to carry in a school aircraft, a passenger who is under similar influence.
- All dual and solo flying must be authorized by the Chief Flying Instructor or his delegate and acknowledged by the student
- Solo low flying is prohibited. ALL Solo flights must be carried out at an altitude of at least 1000 feet above the ground except when taking off or landing. If a pilot encounters bad weather, safety will be the deciding factor in selecting an altitude at which to fly and if this is below 1000 feet. The pilot must report this immediately after landing.
- Any breach of the above regulations or rules resulting in damage to school aircraft or property will make the individual fully liable for all cost incurred.

Freedom from Harassment and Discrimination

Harv's Air maintains a community dedicated to ensuring that all customers, guests, and staff are able to learn, communicate and work in an environment that is free from harassment or discrimination. The environment promotes respect, dignity, equity and kindness.

Licensing and Medical

Pilot licensing and medical requirements are set by Transport Canada. The following tables are a summary of the detailed information available in the Canadian Air Regulations (CARS.)

Transport Canada Aviation Licenses		
Minimum Age	License/Permit	License Restrictions & Endorsements
14 years	Student Pilot Permit	No passengers, flight supervision by instructor
16 years	Recreational Pilot Permit	1 passenger, restricted to daylight hours & Canadian Airspace, 4 seat aircraft, May obtain float rating
17 years	Private Pilot License	May obtain: Night rating, Single IFR, Multi-Engine

		Rating, Multi-IFR, Float endorsement, VFR Over the Top
18 years	Commercial Pilot License	May obtain: All of Private ratings + instructor rating.
21 years	Airline Transport License	See CFI for details.

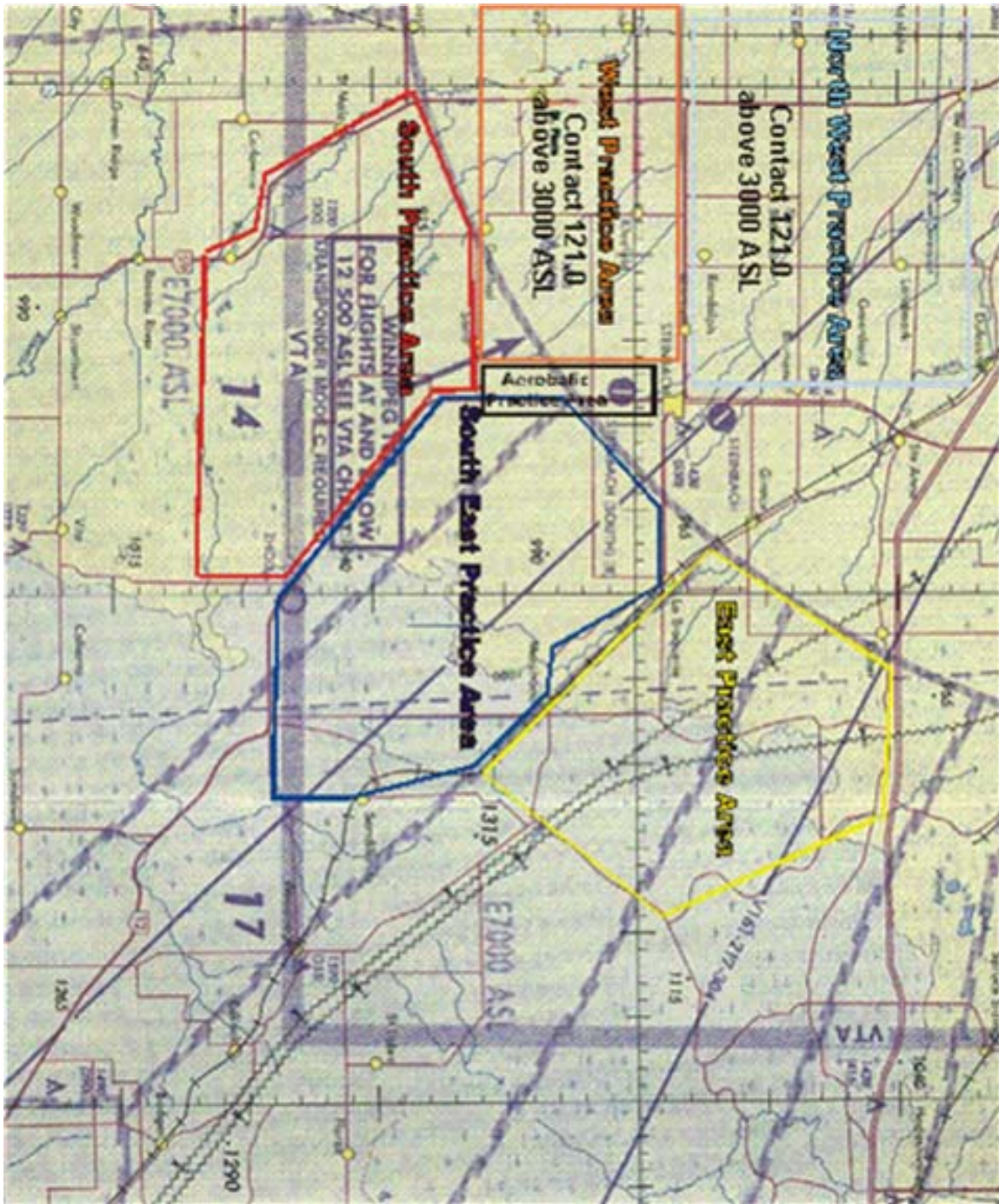
Aeroplane Licensing / Medical Requirements						
License or Permit type	Age	Medical Category	Validity Period (Over 40)	Knowledge	Skill	Minimum Experience
Student Pilot Permit	14	1,3 or 4	60 months	PSTAR 90%	Certified Ready to Solo	As per Skill
Recreational	16	1,3 or 4	60 months (24months)	RPPAE 60%	Flight Test	Total: 25 hrs Total Dual: 15 hrs Total Solo: 5 hrs Dual Xctry: 2 hrs
Private (PPL-A)	17	1 or 3	60 months* (24 months)	40 hours Private Pilot Ground school PPAER 60%	Flight Test	Total: 45 Total dual: 17 Total solo: 12 Dual Xctry: 3 Solo Xctry: 5 Instrument*: 5 * 2 hours may be instrument ground time.
Commercial (CPL-A)	18	1	12 months (6 months)	40 hours Commercial Pilot Ground school CPAER 60%	Flight Test	Grand Total: 200 PIC: 100 Xctry: 20 Following the issue of PPL-A: Total dual: 35 Total solo: 30 Dual Xctry: 5 Instrument*: 20 Night: dual: 5 dual xctry: 2 solo: 5 * 10 hours of the 200 hour total may be instrument ground time.

Practice Area Location

Pilots should monitor 122.7 for other traffic in the practice area.

Flying into and out of the practice area a advisory call should be made.

When in the practice area, every 15 minutes an advisory call should be made.



Ground School

Ground school may be taken using one or a combination of the methods below:

- Classroom: 4-6 times a year for the PPL and CPL.
 - See www.harvsair.com/groundschoo for dates and times.
 - Typically conducted on evening and weekends.
- One-on-one: Conduct ground school with a flight instructor.
 - Start anytime, your schedule.
- RPP, PPL, CPL, and IFR Online Ground School: Details at www.pilottraining.ca
 - Start anytime! Study anyplace! On your own schedule!

Transport Canada (TC) Guides

Be sure that you have the guides applicable to the license or permit that you are pursuing. Copies are available on the web at

<http://www.harvsair.com/training/reference.html>

TP11919E	Study & Reference Guide	Student Pilot Permit
TP12467E	Study & Reference Guide	Recreational Pilot Permit
TP12880E	Study & Reference Guide	Private Pilot License
TP13014E	Sample Examination For RPP and PPL	
TP12475E	Flight Test Standards	Recreational Pilot Permit
TP13723E	Flight Test Guide	Private Pilot License
TP12881E	Study & Reference Guide	Commercial Pilot License
TP2810E	Study & Reference Guide	Flight Instructor Rating
TP691E	Study & Reference Guide	Instrument Rating
TP12775E	Instructor Guide	VFR Over-the-Top Rating
TP13462E	Flight Test Guide	Commercial Pilot License
TP5537E	Flight Test Guide	Flight Instructor Rating
TP9939E	Flight Test Standards	Instrument Rating
TP219E	Flight Test Standards	Multi-Engine Class Rating

Student Records

A **Pilot Training Record (PTR)** will be started for each new student at the commencement of flight training. The student's instructor will enter the completed air exercises and flight time. Once a student solos the student is responsible for entering their solo flights in their PTR. The PTR must match the entries in the student's personal log book. The PTR is kept at the school and will be sent to Transport Canada after the student is licensed. Students must maintain a current personal logbook, which they will bring for each flight. It will record their flight experience. This logbook serves as a permanent record of their aviation experience; thus it is imperative that the logbook be neat and accurate.

Student Dispute Policy

Any problems concerning fees and/or the performance of Harv's Air obligations to the student should be forwarded to the chief flight instructor or your flight instructor. Please don't hesitate to communicate if you have issues.

Getting Ready to Solo

Students must...

Have:

- A category 1 or 3 medical is required for a Private Licence (PPL). A Recreational Permit (RPP) requires a category 1, 3 or 4 medical.
- Identification in the form of a Birth Certificate, Citizenship Card or valid passport.

Study:

- The 200 questions in the Transport Canada Guide TP11919E (supplied in your Ground School Kit) must be answered by research of the CARs and Aeronautical Information Publication (AIP.) These materials are available at the School or via the Harv's Air Website under study and Reference Guides.

Completed:

- Enough dual instruction airtime to be competent, consistent, and confident.
- Pre-solo Written Examination (PSTAR.) This exam consists of 50 questions taken from the Transport Canada Guide TP11919E. A **minimum of 90%** must be achieved in this examination.

Student Pilot Permit

Before your first solo flight a **Student Pilot Permit** will be issued by a Transport Canada appointed person (Harv, Tomas, Adam, or Greg). Your account will be billed in the amount of \$20.00 to cover the costs of the licensing fee.

In addition to the above permit, a Radio Telephone Operator's (Restricted) Certificate will be issued

Thereafter, each time you fly you must carry your Medical Certificate, Student Pilot Permit and Radio Operator's Certificate with you.

Flight Test

Refer to:

- The flight test guide for your course.

The student must bring:

- Proof of meeting the applicable medical standard for the licence sought.
- Letter of recommendation to the flight test from the student's flight instructor.
 - This letter must indicate that the student has:
 - Met the standards of a pre-flight test evaluation.
 - Completed a minimum of 75% of the training time required.
 - Recreational Permit: 19 hours.
 - Private Pilot License: 35 hours.
 - Commercial Pilot License: 150 hours.

Transport Canada (TC) Written Examination

In order to challenge the Transport Canada Written Examinations, the student must:

- Take the appropriate practice examination at the school.
- Have completed a minimum of 10 hours of flight training (for the PPL or RPP).
- Obtain at least 75% in the aforementioned examination and be recommended by the Chief Flying Instructor (CFI.)

Licensing

A written test is valid for two years and a flight test is valid for one year. Once you have completed either test you must complete **all** the requirements of the license (including taking the remaining examination or test) and be issued the license before the first test expires. If the validity period for the test expires before the remaining licensing requirements have been met, Transport Canada will require that you be tested all over again.

To be issued a license or permit you must provide the following original documents to your instructor who will assist you with the application and check that all requirements for the license or permit are met.

- Student Pilot Permit (or Pilot's License or Permit in the case of a rating application or license upgrade.)
- Valid Medical Certificate of the appropriate category.
- Updated Pilot Training Record.
- Pilot logbook.
- Application for Flight Crew License. Your instructor will complete this.
- Proof of the written Transport Canada examination results.

The documents will then be forwarded to the Transport Canada Authorized Person (see the Chief Flying Instructor for details.)

Temporary Pilot's License:

The authorized person will sign the back of your Student Pilot Permit (or license as appropriate.) This will be your temporary pilot's license and is valid for 90 days. Pilots with a temporary license or permit may rent aircraft.

Permanent Pilot's License:

Once you have your pilot's license or permit you may rent Harv's Air aircraft. You may want to consider upgrading to larger aircraft (requiring a check ride,) obtain your night rating and do a tail dragger check to improve your piloting skills. Transport Canada will send you your permanent license within 90 days.

Bookings

- Aircraft, simulator and/or instructors can be booked in person or over the phone or online at www.harvsair.com/booking
- Show time before bookings is recommended to be at least 10 minutes.
- Renters and students will be normally charged only the Hobbs (engine running) time used.
- Booking time is normally every 30 minutes. Booking times outside of the normal can be arranged, contact the Chief Flight Instructor or Dispatch.
- No shows or cancellations of a lesson booked with an instructor with less than 2 hours notice will result in a \$35 charge in a single engine airplane, \$70 for a multi engine airplane.
- In the case that a pilot is more that 20 minutes late for a booking and does not notify dispatch of the delay, Harv's Air reserves the right to release the aircraft to another pilot.
- All flying charges incurred are on a credit basis unless previous arrangements have been made. Any unused credit will be refunded to the student or sponsor.
- It is the pilot's own responsibility to keep their medical up to date.
- The Chief flying Instructor has the authority to check the flying ability of any licenced pilot wishing to fly school aircraft, and such may include a request that the pilot demonstrate his ability to competently handle the school aircraft under existing conditions.
- It is the pilot's responsibility to see that loose articles are removed from or secured in the aircraft.

Lessons

Dual Flights:

- We recommend that students book with their instructors at least one week in advance to ensure preferred times.

Solo Flights: (pilots who are not licenced)

- Once a student has completed their first solo, they will plan their flying schedule with their instructor to include both solo and dual flight.
- In order to fly solo, a student **must be supervised** by his or her instructor. In the event that the student's instructor cannot supervise the flight, the instructor will arrange supervision of the student with another instructor. The student must carry on their person their **medical certificate, student pilot permit and radio operator's certificate**.
- Students should arrange solo flights with their instructor. The instructor will list the appropriate air exercises to be practiced on the daily flight sheet.
- Practice of forced landings may only be carried out after obtaining dual with a school instructor, in specified practice areas and with the authorization of the Chief flying Instructor or his delegate.

Weather:

- Students should check and discuss the weather with a Flight Information Center (FIC) specialist before coming to fly.
- This is especially important if the weather is questionable. In the event of questionable conditions the student should call his or her instructor so as to mutually make a decision on whether to fly or not. This decision is a function of many factors, not the least of which are the intended exercises for the lesson.
- For early morning flights contact arrangement should be made between the student and instructor to be able to discuss the status of the flight (with regards to weather).
- To obtain weather information: Winnipeg FSS: (866) WX BRIEF
www.flightplanning.navcanada.ca/
- Flights cancelled, due to bad weather are not charged to the student and may be rescheduled at the student's convenience.

Rentals

Aircraft rentals are available to *licensed* pilots. The following guidelines apply to rentals:

- Aircraft must be booked for a minimum of one-hour.
- The pilot must be current at the school. See the section on currency.
- The dispatch or an instructor may request to see the pilot's license, medical certificate and radio operator's certificate.
- Pilots must file a flight plan/flight literary beyond 25 nm from Steinbach.
- When moving aircraft caution must be exercised when non-trained people offer to help in the moving of aircraft. People must be shown where they can and cannot push.

Taxiing

All taxiing will be conducted slowly and with due regard to safety. Aircraft must be stopped at a safe distance from hangars or buildings and aircraft engines must never be started while in the hangars.

Upon the completion of a flight the pilot will park the aircraft in the designated parking area. If strong winds are present or forecasted to be present the aircraft shall be tied down or parked in the hanger.

Foreign Object Damage. (FOD). All pilots are asked to be vigilant regarding foreign objects on the ramp, taxiway, and runway. If possible remove the object and notify your instructor/chief flight instructor.

Weather and Operating Minima

The weather shall be no less than good VFR. The following outlines the **minimum** weather conditions in which student pilots are permitted to fly. In all cases, the suitability of the weather for the individual student must be determined in conjunction with the student's flight instructor prior to embarking on the flight. Temperature limits of -28 C and +40 C.

Wind limits of 30 knots dual and 20 knots solo. Maximum demonstrated cross wind component should not be exceeded.

Student Pilot

Outside of circuit

Dual: 3 miles visibility and a ceiling of 1000 feet.

Solo: 10 miles visibility and a ceiling of 2000 feet.

In the circuit

Dual flight: 2 miles visibility and a ceiling of 700 feet, clear of cloud

Solo flight: 3 miles visibility and a ceiling of 1000 feet.

Cross-country

Dual: 3 miles visibility and a ceiling of 1000 feet.

Solo: 10 miles visibility and a ceiling of 2000 feet.

Night Flying

Dual: 3 miles visibility and a ceiling of 1000 feet.

Solo: 10 miles visibility and a ceiling of 2000 feet.

Aircraft Rental

2 miles visibility and clear of cloud

IFR Training

Dual only: 200 feet and ½ miles visibility

Dress code

Each pilot shall make sure that he or she is dressed properly for the season. This also applies to passengers. In the winter a pilot will be refused a flight if he or she does not have the following clothing:

- Warm headwear
- Warm winter footwear
- Mittens or gloves
- Warm Jacket or parka.
- Pilots are also encouraged to have ski pants, and jacket, or a snowmobile suit, in the aircraft particularly on cross country flights in very cold weather.

Aerobatics and Formation Flying

Aerobatics and formation flying must be authorized by the Chief Flight Instructor.

Fuel Reserves

Enough fuel must be carried for the intended flight time (including taxi and run-up fuel, any anticipated delays due to weather, ATC) plus **45 minutes** at normal cruise power.

Currency

- To ensure the safety of our pilots and customers, Harv's Air requires that all pilots holding a Recreational, Private or Commercial Pilot License fly at least once every 90 days.
- Harv's Air reserves the right to conduct a checkout flight with any pilot that flies Harv's Air aircraft.
- If the pilot's currency lapses, pilots will be required to do a circuit check (3 circuits minimum) with an instructor prior to flying solo.

Cross Country Flights

All solo flying by unlicensed pilots must be carried out within the specified radius of the airport authorized by the Chief Flying Instructor or his delegate. The Chief Flying Instructor or his delegate must specifically authorize all cross-country flights and all landings, at other than the home airport. For Flights into USA airspace please see the section on *USA Trips*. All night Cross country flight must be authorized

USA Trips

All trips into the United States of America airspace require prior permission from the Chief Flying Instructor. Flights into the USA require that the pilot hold a Private, Commercial, or Airline Transport License.

Flying into the USA will require that pilots familiarize themselves with US Customs and Immigration regulations; information is available at the school. Pilots are reminded that trans-border flights require a filed flight plan. Please ensure that you have booked an aircraft that has a current U.S. decal; we are unable to reimburse pilots for the purchase of U.S. decals for other aircraft.

Insurance

All aircraft are fully insured. The in motion deductible is \$1000. In the event of an accident the pilot is responsible for this deductible. Should the accident be a result of a mechanical failure, which is deemed not the fault of the pilot, the pilot will not be responsible for the deductible.

International students are required to have medical insurance during their stay in Canada. Various packages are available at the insurance brokers in Steinbach. Ask Adam, Greg, or Bettie for details.

Harv's Air reserves the right to charge for the labour and materials needed to clean or repair the aircraft under these circumstances.

Aircraft defects

Pilots must report all aircraft defects on the aircraft to the supervising instructor and enter the defect on the flight sheet in the comments section. Details of the snag are appreciated for trouble shooting.

Headset

Headsets are included with the rental of the aircraft. Please handle the headsets as you would your own. Students will be held responsible for damaged headsets.

Fuel Billing

Pilot's who have fuelled aircraft at other airports must submit fuel receipts for credit and will be reimbursed based on the cost of fuel at Harv's Air.

Retail Merchandise and Food

Harv's Air stocks a wide range of flight training aids and accessories, monogrammed clothing and textbooks available at reasonable prices. Coin operated vending machines that supply cold drinks and snacks are located in the lunchroom.

Telephones

Telephones are located on the dispatch counter. Dial direct for local calls. For long distance calls a calling card or calling collect must be used.

Accommodations

Accommodations are available for 18 students. All students must sign the accommodations agreement. Only active students are allowed to stay in the accommodations.

Facilities

Customers are welcome to use the fridge to store lunch items. Our lounge area has comfortable chairs for relaxation or study. Students are welcome to use an empty briefing room or classroom for pre flight planning or studying. Accommodations are available for active flight students who intend to conduct at least 3 hours of ground school or at least 1 hour of flying a day.

Student Advising

Instructors and the Chief Flight Instructor are available to answer questions over the telephone or in person. Financing queries can be directed to the Chief Flight Instructor. Students may at any time meet with the Chief Flight Instructor to discuss future courses, career path choices or any other concerns that may arise.

First Aid

First Aid kits are located in the airplanes and in the entrance to the office. Alert the dispatcher at the main desk if there is first aid needs and a qualified attendant will be called to assist you.

Financial Information

Flight training may be paid in advance or as training is received. We can accept your personal check, cash, travelers checks, Visa or Master Card. Upon termination or withdrawal, the student is entitled to a refund as follows:

After enrollment, once flight training has commenced, all refunds are given on a pro-rate hourly basis of course completion. In other words, as long as all charges are paid in full through the last date of attendance, for services rendered or supplies purchased, etc... any remaining balance will be refunded to the student. Books and supplies may not be returned for a refund. Audio-visual fees are non-refundable. Upon receipt of a Request for Refund, all monies due shall be forwarded within thirty (30) days.

The Air Transport Association of Canada (ATAC) offers an aviation financing program in association with lending institutions. Students who plan to do their private license and beyond may qualify for a student loan through this program. Manitoba Student loans also invites students pursuing their *commercial licence* to apply for loan assistance. Students wishing to access this financing must be enrolled as full time students.

Information packages are available in the dispatch area. Please see Adam or Bettie Penner for further details regarding financing.

ARCAL: Automatic Radio Control Airport Lighting

In the airplane:

Range is about 15-20 miles from CKK7

This is a type "J" ARCAL System

1. Tune radio to 123.3
2. Click mike button 5 times within 5 seconds. Runway lights will stay on for 15 minutes.
3. To restart timer click mike button 5 times within 5 seconds.

Recommended: Turn runway lights on just before takeoff and within 10 minutes of landing and again on downwind.

At the ARCAL box: (located behind counter in the dispatch office)

Power switch: Turns the ARCAL box on and off: LEAVE ON ALL THE TIME!

Test button: Acts like a Push to Talk (PTT) switch in your airplane tuned to 123.3. Click switch 5 times and the runway light comes on.

Carrier light: Turns on when ever a mike or test button is clicked.

By-Pass: Runway lights will turn on and not turn off until the by-pass switch is turned off. Use this feature when you are doing circuits.

Contact Information

Telephone: (204) 326-2434 or 1-800-HARV AIR in Canada

Fax: (204) 326 4182

E-mail: adam@harvsair.com

Website: www.harvsair.com

Address: Box 1056, Steinbach, MB, R5G 1M8

Students are welcome to use our mailing address when boarding at the school.

Hours of Operation

Monday to Friday: 08:00 to 22:00

Saturday: 8:00 to 18:00

Sunday: 12:00 to 18:00

Flights outside of these hours can be arranged with your instructor or dispatch with prior notice.

New Year Day: Closed:

Good Friday: Closed

Easter Sunday: Closed

Victoria Day: 8:00 to 18:00

Canada Day: 8:00 to 18:00

Labour Day: 8:00 to 18:00

Thanksgiving Day: 8:00 to 18:00

Remembrance Day: 8:00 to 18:00

Christmas: December 24 –26: Closed

Emergency Notification

In the event of an off airport landing, or a forced landing the Chief flight instructor shall be notified immediately. No attempt shall be made to move the aircraft, or to resume the flight until the situation has been fully discussed with the Chief flight instructor, and then only on his advice.

In the event of an emergency situation:

1. Stay calm
2. Have somebody call 911, and alert RCMP, Ambulance, and Fire
3. Evacuate survivors, secure site. Only disturb accident site if persons or property are in danger.
4. Notify CFI or delegate. Harv 326 3058, Adam 326 6902, Kerry 326 3392
5. Notify Transportation Safety Board. (204) 983 5548
6. Do not communicate with media. The CFI or delegate will communicate with media.