



# “TAG” Tulsa Aviation Group Standard Operating Procedures

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## **Flight Scheduling**

Scheduling aircraft and/or flight instructors is the responsibility of the customer. There are two ways to book a reservation. 1) If you are a student, contact a CFI to schedule your reservation. 2) Renters need to contact Cristi or Casey to book your reservation. A minimum of 24hr notice for reservations is still required, but is at the discretion of TAG.

Aircraft scheduling is on a first come first serve basis with the exception of checkrides. Checkrides have priority over any and all other reservations.

## **Administrative Cancellations**

TAG Staff will make every effort to accommodate reservations made. However, should a flight have to be canceled due to Maintenance, a conflicting checkride, or another administrative reason, TAG Staff will make every effort to contact the affected customers and reschedule them. TAG staff have final discretion for administrative cancellations.

## **Overnight Trips or All Day Aircraft Rental**

Overnight trips may be accommodated with prior approval from TAG owner, Casey or Cristi Trammell. Overnight or All Day Aircraft Rental Policy is as follows: 1) 3 hour minimum per day. 2) Renter is responsible for all FBO fees incurred during their rental period. 3) Aircraft must be hangared, at Renters expense. Subject to further restrictions or change. Please call TAG to set up overnight trips.

## **Off Site Fuel Credit**

Aircraft on trips away from Claremore Regional Airport (KGCM) may require additional fuel en-route. When refueling off site with the TAG supplied fuel card the receipt must be saved. The renter will be responsible for the difference in price per gallon from the current fuel price of the Home Airport (KGCM) and will be added to their invoice upon return or emailed an invoice at a later date. Receipts must be provided for all fuel purchases!

## **Dispatch Procedures**

The dispatcher has final authority to hold a flight and refuse to dispatch a flight to the lessee. A dispatcher can refuse dispatch for safety of flight issues, weather issues, maintenance issues, aircraft availability issues or any other reason. **A checkout must be completed and on file for the aircraft the lessee wishes to rent.** It is the pilot's responsibility to return the aircraft before maintenance is due. At no time, will the aircraft be flown beyond their 100 hour inspection even if the aircraft is not being operated for hire. Maintenance items by Tach Time are printed on dispatch sheets, and posted on the front cover of the Flight Log. It is the Pilot's responsibility to ensure that all aircraft documents are on board (Airworthiness, Registration, POH, and W&B), along with personal required documents (Photo I.D., Pilot's certificate, and medical). If there is a discrepancy between the recorded and actual times, please contact TAG to correct the issue. All aircraft must be returned to TAG before the close of business.

## Weather minimums for dispatch

Aircraft	Max Headwind	Max Crosswind
PA28	30	15 knots peak gust (17 mph)

Type of Operation	Ceiling Minimum	Visibility Minimum
IFR (Must be instrument rated, current, and on an IFR flight plan)	400 ft*	2 sm*
VFR (Student Pilot or higher)	2,500 ft*	5 sm*

\*METAR or ATIS, whichever is lower

The dispatcher has the final authority to refuse dispatch based on weather conditions, even if the weather is above listed minimums.

## Cold Weather Operations

### All Temps

1. All frost will be removed from aircraft before flight, regardless of temperature.
2. Operate the starter for 10 seconds, followed by a 20 second cool down period. After 6 cycles, please call TAG for assistance.

When temp is 4 °C to 0 °C (39 °F to 32 °F)

1. Including Above
2. All aircraft must have been removed from heated hangar or preheated

When temp is 0 °C to -6 °C (32 °F to 20 °F)

1. Including Above
2. Do not simulate power loss of any kind
3. Do not simulate emergency landings
4. Plan descent profiles, and monitor and control CHT

When temp is below -7 °C (19 °F and below)

1. No Flights will be authorized without a CFI onboard.

## Additional Safety Practices

1. All flights will be accomplished under Title 14 CFR
2. Aircraft will be operated according to all sections of the POH
3. Flight into known icing is prohibited

## Checkouts

To complete a checkout, a flight with an approved CFI is required and completion of the Pre-Solo / Checkout Exam. All checkouts must be approved by Casey or Cristi Trammell, and may be revoked by Casey and Cristi Trammell.

All checkouts require the following documents to be on file: Passport or Birth Certificate, Photo ID, Medical Certificate, Pilot's Certificate, Flight Review Endorsement, Renter Information Form, Signed Aircraft Rental Agreement, and Pre-Solo / Checkout Exam.

## Student Solo Flights

A "student Solo flight" is defined as a pilot exercising the privileges of a student pilot certificate under the endorsement of a CFI. Before a student solo flight is attempted in a TAG aircraft, the student must have a passport or birth certificate on file, photo ID, Endorsed Medical Certificate (and student pilot's certificate when separate from medical), and logbook endorsements. Students must have explicit, per-occurrence verbal or written approval from their CFI before each flight. The dispatcher has the authority to refuse dispatch of a solo flight for safety of flight issues, weather issues, maintenance issues, aircraft availability issues or any other reason.

## Aircraft Rental Rates

All rates are per hour, and are charged by the 1/10th of an hour using the "Hobbs Meter". Please See board behind dispatch desk for current rates. Rates listed are for reference use only and subject to change at any time. All aircraft rental rates are "Wet" meaning that all fuel and oil (Except instruction and tax) are included with rental.

Aircraft / Resource	Rate (\$) per hour
Piper PA-28-161 N3568G	\$120
Piper PA-28-180 N2189T	\$130

## Instruction Rates

All rates are per hour and are charged by the 1/10th of an hour. Please See board behind dispatch desk for current rates. Rates are for reference use only and subject to change at any time.

Flight and Ground Instruction	Rate per hour
Single Engine*	\$60
Multi Engine*	\$70

\* Rates subject to change

## **Other Information**

**Credit or Debit Card Fees:** If a Credit or Debit Card is used to pay an invoice, a fee of 2.99% will be added to the total amount.

**Account Credit:** Money on account is non-refundable and expires 6 months from the date of last flight.

**No Show Fee:** If a renter schedules an aircraft, instructor, or both and fails to show for their reservation without giving adequate prior notice, \$100 "No Show Fee" will be charged to their account.

**Same Day Cancellations:** Cancellations occurring on the same day as the reservation are subject to the "No Show Fee". Cancellations due to weather and sickness are excluded.