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OVERVIEW

The purpose of the Flight School Operations Manual (FSOM) is to outline the policies and procedures of Tailwind Flight Center. All aircraft renters and flight school students are expected to read and become familiar with this entire manual. Failure to comply with any section may result in suspension or dismissal from the flight school, revocation of rental privileges, and/or enforcement action by the Federal Aviation Administration (FAA).

In addition to the policies and procedures contained herein, all flight and training operations must be conducted in accordance with applicable Training Course Outlines (TCO), Federal Aviation Regulations (FAR), FAA Practical Test Standards (PTS), Aircraft Flight Manuals, Aircraft Checklists, and Aircraft Operations and Maneuvers Manuals. (SOP’s)

CUSTOMER SERVICE

Tailwind Flight Center’s Staff are available for any questions, concerns, or complaints that anybody may have concerning operations at Tailwind Flight Center.

FLIGHT SCHOOL STAFF FLIGHT INSTRUCTORS

Flight Instructors are responsible for conducting ground and flight training in a professional, courteous manner. They are overseen by the Chief Flight Instructor and the Assistant Chief Flight Instructor.

CHIEF/ASSISTANT CHIEF FLIGHT INSTRUCTORS

The Chief/Assistant Flight Instructors are responsible for managing all aspects of the flight department, including the strict adherence to all policies, procedures, and regulations including Part 141 training documents.

SCHEDULING & DISPATCH

ONLINE SCHEDULE

Tailwind Flight Center provides scheduling through an online system that can be accessed through www.tailwindflightcenter.com Registration and approval is required before you are granted scheduling rights. You may register online or speak to a flight school employee for faster access. Once you become a registered user, you may schedule lessons and aircraft rentals on your own. However, if you schedule on your own, dual flight lessons must be scheduled at least 12 hours in advance. If you need to schedule on shorter notice, you need to do so with your Flight Instructor. Aircraft rentals, on the other hand, may be scheduled at anytime. In order to be fair to other renters, we ask that you arrive on time for your scheduled aircraft. For added convenience, renters may also schedule over the phone with a Flight School Dispatcher during business hours.
SCHEDULING GUIDELINES

LOCAL FLIGHTS
Please schedule at least 2 hr. blocks. The extra time may be needed to allow for aircraft fueling, preflight, and ATC ground or flight delays.

CROSS-COUNTRY FLIGHTS
All cross-country flights need to be scheduled accordingly. We ask that you schedule enough time to allow for aircraft fueling, preflight, and any possible en-route or ground delays due to weather or ATC.

GROUND LESSONS
Ground lessons are usually scheduled by the Flight Instructor. However, students may schedule ground lessons in 1 hour blocks.

RENTAL MINIMUMS
Long Term aircraft rentals (over 24 hours) must be approved by the Chief/Assistant Chief Flight Instructors or by the Flight School Dispatcher.

AIRCRAFT AVAILABILITY
If an aircraft is not available at the scheduled time due to routine or unscheduled maintenance, flight delay, or extenuating circumstance, another aircraft may be dispatched in its place.

AIRCRAFT EXTENSIONS
It is the pilot’s responsibility to return the aircraft by the scheduled due-back time. If an extension is either necessary or requested for any reason, you must call the Flight School. Otherwise, the aircraft is expected to be back on time for the next rental or lesson.

CANCELLATION POLICY
Aircraft rentals and dual lessons may be cancelled for any reason without charge if there is a minimum of 12 hours notice given. If there is less than 12 hours notice given and weather or illness is not a factor, the student/renter will be charged a no-show flat fee. Consideration will be given for extenuating circumstances. Cancellations for weather will be at the discretion of the instructor.

NO-SHOW POLICY
If a student or a renter is more than 30 minutes late, and no prior notice is given, it is considered a “no-show” and the student/renter will be charged a no-show flat fee. Consideration will be given for extenuating circumstances.

RENTER QUALIFICATIONS
Anyone who rents an aircraft from Tailwind Flight Center, including students, must satisfy the following requirements:
1) Hold appropriate certificates and/or ratings for the specific aircraft to be rented with a copy provided.
2) Hold a current medical certificate with a copy provided.
3) Complete a Pilot Information Form
4) Provide a state or government photo I.D. to be copied.
5) Sign a Tailwind Flight Center Rental Disclosure.
6) Sign a Tailwind Flight Center Cancellation / No-Show-Policy.
7) Pass a flight check in the specific aircraft to be rented with Tailwind Flight Center Flight School Instructor, unless already approved through training.
8) Maintain 6 month rental currency in the specific aircraft.
9) Maintain 90 day landing currency to carry passengers required by FAR 61.57.
10) Meet the flight review requirements of FAR 61.56.
11) Hold an Instrument Rating and maintain instrument currency required by FAR 61.57 if the aircraft is to be flown under instrument flight rules.

AIRCRAFT AIRWORTHINESS MINIMUM REQUIREMENTS
In order for a Tailwind Flight Center Flight School aircraft to be dispatched to a customer it must meet the following criteria:
1) Be within the aircraft’s Annual Inspection period.
2) Be within the aircraft’s 100 hour inspection period.
3) Be within the aircraft’s 50 hour oil-change period.
4) Have a current altimeter/pitot/static system check.
5) Have a current transponder check.
6) Have a current ELT battery check.
7) Have a 30 day VOR check if the aircraft is flown under instrument flight?

AIRCRAFT DISCREPANCIES
The Aircraft Discrepancy Log located in the aircraft dispatch “canister” should be checked prior to flight. No Tailwind Flight Center Flight School aircraft is to be operated with an open discrepancy.

RECORDING DISCREPANCIES
If a discrepancy is found before, during, or after a flight, the discrepancy needs to be properly recorded in the Aircraft Discrepancy Log. Please notify the Flight School of the discrepancy upon returning the aircraft canister.

INSTRUMENTS & EQUIPMENT
No person may operate a Tailwind Flight Center aircraft with inoperative instruments or equipment listed in FAR 91.205.

MAINTENANCE STATUS SHEET
All pilots are required to check the Maintenance Status Sheet prior to flight. If the scheduled flight is to exceed the tach/hobbs times listed, or the date is past due, the aircraft is not to be flown and the Flight School should be notified immediately.
WEATHER MINIMUMS
The following minimums apply to all Tailwind Flight Center’s Flight School aircraft. They are not a substitute for any FAR minimums. All minimums assume that terrain and VFR cloud clearances are followed according to FAR 91.119 and FAR 91.155.

VFR RENTALS
1) 1500’ceiling & 3 statute miles visibility.
2) Maximum wind not to exceed 25knots.
3) Crosswind limits not to exceed aircraft’s maximum demonstrated crosswind component.

DUAL VFR LOCAL
1) 2000’ceiling & 5 statute miles visibility.
2) Maximum wind not to exceed 25knots.
3) Crosswind limits not to exceed aircraft’s maximum demonstrated crosswind component.

DUAL VFR CROSS-COUNTRY
1) 3000’ceiling & 5 statute miles visibility.
2) Maximum wind not to exceed 25knots.
3) Crosswind limits not to exceed aircraft’s maximum demonstrated crosswind component.

DUAL IFR LOCAL
1) Ceiling and visibility that allow for takeoff, approach and landing at KATW.

DUAL IFR CROSS-COUNTRY
1) Ceiling and visibility that allow for takeoff, approach and landing at KATW.
2) Ceilings and visibility at destination airport that allow for takeoff, approach and landing.

SOLO LOCAL
2) Practice area: 3000’ceiling & 5 statute mile visibility.
3) Maximum wind not to exceed 20 knots. Crosswind component not to exceed 10 knots.

SOLO CROSS-COUNTRY
1) 5000’ceiling & 7 statute miles visibility.
2) Maximum wind not to exceed 20 knots. Crosswind component not to exceed 10 knots.
GROUND OPERATIONS

RAMP AREA
The ramp area is potentially hazardous and safety must be the prime consideration when conducting activities in this area. People walking on the ramp are strongly advised to walk behind propeller aircraft and in front of jet aircraft to prevent injury from unexpected engine starts. Always be aware of all activities around you while on the ramp and try to make eye contact with cockpit crews and equipment operators to acknowledge their awareness of your presence. Aircraft are to be chalked and or tied down after use by the pilot in command.

RAMP ACCESS
Only authorized personnel are allowed on the General Aviation ramp. Tailwind Flight Center students and renters need to fill out the Outagamie County Airport Badge Application provided in the rental documents and hand it into the Airport Administration Office for verification. Once verified, the renter/student will be given a green GA badge that needs to be worn and visible anytime that you are on the Tailwind Flight Center’s ramp. NOTE*** Badge Applications may take up to a week to process. Also make sure to bring a passport or government I.D when applying for a badge.

HAND PROPPING
All students and renters are prohibited from hand propping any Tailwind Flight School aircraft. If there is a problem in starting an aircraft, please notify the Flight School immediately.

AIRCRAFT DE-ICING
If an aircraft is in need of de-icing due to snow, ice, or frost, please contact the Flight School. Aircraft are not to be flown unless they are free from all contaminants.

COLD WEATHER OPERATIONS

AIRCRAFT PRE-HEATING
Aircraft engines are sensitive to freezing temperatures and starting a cold engine can be damaging. If the ambient temperature is below 20 degrees and the aircraft was not recently flown or pulled from the hangar, an engine pre-heat is strongly recommended. Please contact the Flight School for assistance.

Aircraft may also be equipped with cold weather engine cowl covers, to prevent cylinder head temperatures to drop during flight. Make sure these plastic covers are on below consistent temperatures of 20 degrees or less. They must be taken off during warming spring temperatures.

If aircraft are equipped with a Tanis Heater, make sure they are plugged in during extended ramp times including during cross country flights to other airports.
Students may not operate aircraft solo with temperatures below -20 degrees Fahrenheit.

FUELING PROCEDURES
In order to save time when preparing an aircraft for a flight, the fuel quantity and oil should be checked immediately upon reaching the aircraft. If fuel is needed at that time, please notify a Platinum Flight Center Line Technician or the Platinum Flight Center’s front desk staff. Aircraft oil is located in the flight school or in the aircraft’s aft baggage compartment. Fueling operations are potentially dangerous and pilots are asked to verify that all aircraft electrical switches, including the ignition, are off prior to fueling. When fueling operations are being conducted, pilots and passengers are prohibited from being onboard the aircraft.

SMOKING & TOBACCO PRODUCTS
Smoking and tobacco products are strictly prohibited in Tailwind Flight Center’s Flight School aircraft and on the ramp at all times.

OBJECTS ON DASHBOARD
Please do not put aircraft canisters or headsets on the dashboard. Scratches on the windscreen obscure vision, especially at night, and are difficult to repair.

ENGINE STARTING
Before starting any engine on the ramp, all pilots must verify that the propeller area is clear, including the propeller blast area behind the aircraft. Immediately before starting, pilots are asked to announce “clear” in a loud voice, preferably out the side vent window. Additionally, if an aircraft is being fueled in the immediate area, engine start should be delayed until line service has completed the operation.

BOARDING & DEPLANING
Because of the inherent danger associated with spinning propellers, no one will approach, board, or deplane from a Tailwind Flight Center Flight School aircraft with the engine running.

SECURING AIRCRAFT DOORS
During starting and ground operations the aircraft doors are susceptible to damage if they are not properly secured. In order to prevent damage to the door stop mechanism, we ask that you close the door completely before engine start and during ground operations. If however, ventilation is required within the cabin during start-up and taxi, we ask that you manually support the door with your hand.

TAXI PROCEDURES
The speed limit of a safe taxi operation always depends on the environment. In congested areas, such as the ramp, the appropriate speed should be comparable to a brisk walk. In less congested areas, the appropriate taxi speed is that which gives the pilot safe, positive control at all times. Only conversation pertaining to flight operations should be conducted during taxi. An Airport Taxi Diagram should be referenced at all times to prevent incursions.
PARKING & SECURING AIRCRAFT
When parking aircraft on the ramp and elsewhere, pilots should exercise extreme caution to ensure adequate clearance between aircraft and vehicles. After shutdown, pilots must properly secure the aircraft with chocks and/or tie downs. All electrical switches should be turned off, all trash and personal items should be removed from the aircraft, and side vent windows should be closed. Also, if the aircraft is left unattended while away from KATW, please lock the door and baggage compartment.

FLIGHT OPERATIONS AIRPORT REQUIREMENTS
1) All destination airports must have runways that can accommodate the takeoff and landing performance requirements of the specific aircraft.
2) Night operations: All destination airports must have sufficient field lighting.

PREFLIGHT ACTIONS
Pilots are encouraged to follow all procedures listed in FAR 91.103. Special attention should be given to Temporary Flight Restrictions (TFR’s) and Notices to Airmen (NOTAMS). Various sources are available online, or you can call a Flight Service Station briefer at 1-800-WX-BRIEF.

FUEL RESERVES
Tailwind Flight Center’s Flight School aircraft are required to have the following minimum fuel reserves at all times, assuming normal cruising speeds:
1) VFR: Enough fuel to arrive at your destination plus 30 minutes fuel reserve for day operations, and 45 minutes fuel reserve for night operations (FAR 91.151).
2) IFR: Enough fuel to fly to your destination, plus your alternate airport if one required, plus 45 minutes fuel reserve (FAR 91.167).

NOISE ABATEMENT PROCEDURES
Certain airports have noise abatement procedures to minimize disturbances in developed areas. Pilots are advised to follow all published noise abatement procedures.

MINIMUM SAFE ALTITUDES
None of Tailwind Flight Center’s Flight School aircraft are to be flown below 500’ feet above ground level (agl) at any time, unless it is taking off or landing. Minimum enroute safe altitudes, as stated in FAR 91.119, are to be strictly adhered to at all times. A minimum altitude of 2000’ agl should be used for all maneuvers, unless another altitude is specified in a Tailwind Flight Center SOP (Standard Operating Procedures) or in the FAA Practical Test Standard (PTS). Failure to comply with minimum altitudes may result in FAA violations and/or revocation of rental privileges.

SIMULATED ENGINE FAILURES
Simulated engine failures are only to be practiced with Tailwind Flight Center Flight Instructor onboard. All simulated engine failures in single-engine aircraft shall be simulated by retarding the throttle. Turning off the fuel selector and/or mixture control is strictly prohibited.
Prolonged descents are only to be made over designated airports, or unpopulated areas to an altitude no lower than 500’ agl. If the maneuver is commenced in the practice area, Greenbay Approach should be notified prior to the simulated engine failure due to radar limitations at lower altitudes. (Only if on flight following) Simulated engine failures are prohibited during departures and climb outs below 500’ agl.

FORMATION FLYING
Formation flying is prohibited in Tailwind Flight Center’s aircraft unless approved by the Flight School Manager or Chief Flight Instructor.

SPINS
Spins are prohibited in Tailwind Flight Center’s Flight School aircraft unless a Tailwind Flight Center Flight Instructor is providing spin training for a Flight Instructor Certificate in an approved aircraft.

AEROBATICS
Aerobatics are prohibited in Tailwind Flight Center’s Flight School aircraft.

OVER WATER OPERATIONS
None of Tailwind Flight Center’s aircraft shall be operated over water unless the aircraft is within gliding distance of land.

FLIGHT INTO KNOWN ICING
None of Tailwind Flight Center’s Flight School aircraft shall be operated into known or forecast icing conditions.

STUDENT PILOTS

GENERAL POLICIES

1) All Students must be released by a Tailwind Flight Center Dispatcher or Flight Instructor prior to any solo flights.

2) The instructor/dispatcher shall verify that the student has received all required training and endorsements prior to each flight.

3) The instructor/dispatcher shall verify that the student has a current medical certificate.

4) At least one instructor/dispatcher must be present at the flight school during all solo flight operations.

5) Students are encouraged to file a VFR Flight Plan for all cross-country flights. (Mandatory for 141 students)

6) The instructor/dispatcher who releases the student for solo flight is responsible for that
student.

8) Slow flight, stalls, unusual attitudes, or other maneuvers not specifically required by a Tailwind Flight Center’s Flight Training Syllabus are prohibited at night.

STUDENT CHECK-IN POLICY
All students that have a dual lesson scheduled are asked to check in at the flight school 15 minutes prior to the scheduled lesson time. If this dual lesson is to be a cross-country flight, the student will have all flight planning, weather acquisition and documentation complete before the lesson start time.

MANDATORY ENDORSEMENTS
All student pilots need to satisfy the following minimum requirements in order to engage in any solo flight operations:

1) Complete a Pre-solo Aeronautical Knowledge Exam.

2) Receive a Pre-solo Flight Training logbook endorsement.

3) Receive a Student Pilot Certificate endorsement with make & model of approved aircraft to be flown.

4) Maintain a 90-day solo logbook endorsement.

ADDITIONAL ENDORSEMENTS
The following is a list of endorsements that are required for additional flight operations:

1) Landing at airports other than KATW within 25 nautical miles.

2) Night operations.

3) Class B airspace operations.

4) Cross-country flight operations including specific airports of intended landing.

PRACTICE AREAS
Tailwind Flight Center has two separate practice areas.

1. The West Practice Area
2. The East Practice Area

There is a practice area diagram provided in the aircraft “can” and also displayed in the flight school and student/renter briefing stations that can be referenced anytime. It is vital to communicate to other instructors as to which aircraft is going to which practice area. This aids with safety and congestion.

PASSENGERS ON TRAINING FLIGHTS
Tailwind Flight Center allows passengers on training flights if certain conditions are met. The passenger can be another Flight School student, potential student, Flight School employee, immediate family member of the student, or someone specifically approved by the Flight Instructor. Under no circumstances will a person under the age of 18 be allowed on dual training flights without written consent from that person’s parent or legal guardian.

**PASSENGERS ON SOLO FLIGHTS**
Passengers are not allowed on student solo flights.

**SAFETY PROGRAM INTRODUCTION**
This section outlines the approved Safety Program that is currently in use at Tailwind Flight Center. It describes standard methods of operation that are consistent with generally accepted and established industry practices and procedures. The company is committed to the concept that safety is an integral part of the Flight School and strict adherence to this program is considered mandatory.
The Safety Program is applied to, but is not limited to, the following areas:

1.) Training Course Outlines (TCO)
2.) Aircraft Operation and Maneuver Manuals
3.) Flight Standards and Training Methods
4.) Flight Instructor Training Standards
5.) Instructor Evaluations
6.) Student Evaluations
7.) Recurrent and Remedial Training Programs
8.) Aircraft Dispatch Procedures
9.) Aircraft Maintenance

**AUTHORITY & RESPONSIBILITY**
The Chief Flight Instructor and the Assistant Chief Flight Instructor have the final authority

1) To define Tailwind Flight Center’s investigative and reporting procedures for accidents, incidents, and hazards.

2) To develop the necessary forms and instructions for implementing the Flight School’s Safety Program.

3) To define and require the reporting of any safety related event.

4) To conduct an investigation of any safety related event.

5) To request the grounding of any Flight School student, aircraft renter, or Flight Instructor involved in a safety related event which is under investigation by Tailwind Flight Center and/or the FAA.
6) To represent Tailwind Flight Center regarding aviation safety matters in dealing with government agencies and professional organizations.

7) To promote established aviation safety practices and procedures.

8) To distribute aviation safety related information when it becomes available.

9) To conduct meetings with Flight School staff to address any safety related issues.

REPORTING ACCIDENTS & INCIDENTS

Accidents and incidents are defined in the FAR/AIM and are to be reported as follows:

ACCIDENTS
Aircraft accidents will be reported as soon as possible, but no later that 30 minutes after the accident took place.

INCIDENTS
All incidents must be reported as soon as possible, but no later that 6 hours after the incident took place.

NOTIFICATION PROCEDURE
When an accident or incident occurs, the following information needs to be relayed to the Chief/Assistant Chief Flight Instructor:

1) Pilot’s name and passenger information.
2) Summary of any reported or observed injuries.
3) Extent of any aircraft or property damage.
4) Aircraft location, type and tail number.
5) Approximate time the occurrence took place.
6) Emergency services and/or government agencies present.
7) Whether or not any additional services are needed.

Please note: Pilots should withhold any comments regarding the accident or incident until Tailwind Flight Center officials have been notified.

MISCELLANEOUS EVENTS
The following events may or may not be classified as an accident or incident and should be reported in a timely manner:
1) When a system defect occurs in flight which adversely affects the handling characteristics of the aircraft, or renders it unsafe to fly.
2) When there is a total or partial loss of engine power during any ground or flight operation.
3) When there is fire or smoke coming from any part of the aircraft.
4) When there is an emergency declared for any reason.
5) When safety equipment is found to be defective or inadequate.
6) When any part of the aircraft inadvertently leaves the paved surface of any airport during taxi, take-off, or landing.
7) When a runway incursion occurs.
8) When an unsafe gear indication occurs or the landing gear fails to extend or retract for any reason.
9) Anytime the pilot becomes lost or disoriented during a flight.
10) Whenever an aircraft limitation is exceeded.
11) If a landing takes place on the wrong runway.
12) When a loss of braking occurs during landing or ground operations.
13) When the aircraft lands with less than required fuel reserves.
14) When a near miss, ATC incident, or wake turbulence event occurs.
15) When significant turbulence, wind shear, or other severe weather is unexpectedly encountered during flight operations.
16) Whenever alcohol or drug use is suspected of a pilot.
17) When the aircraft strikes any wildlife or foreign objects.
18) Any event where safety standards may have been compromised.

SUSPICIOUS ACTIVITIES
Any student or renter who observes any suspicious activity is encouraged to report it to the Chief Flight Instructor or any instructor as soon as possible.

GENERAL POLICIES

AIRCRAFT INSURANCE
Tailwind Flight Center provides aircraft liability insurance to all students and renters. However, the policy does not guarantee aircraft hull insurance to the renter. Details may be referenced in the Rental Insurance Disclosure Notification. All students and renters are encouraged to purchase Aircraft Renters Insurance. Changes to insurance policies will be available upon request or displayed on the www.tailwindflightcenter.com. Changes in insurance policies may also be displayed in the flight school.

FUEL REIMBURSEMENT
Tailwind Flight Center will reimburse students and renters for all fuel and oil purchased away from KATW/KGRB/KSUE. However, there will be no reimbursement for ramp fees, landing fees, parking fees, or additional fuel surcharges and/or taxes.

UNAUTHORIZED INSTRUCTION
Flight Instruction in Tailwind Flight Center Flight School aircraft is strictly prohibited by Flight Instructors who are not employed by Tailwind Flight Center. Failure to comply will result in revocation of rental privileges.

MAINTENANCE AWAY FROM KATW/KGRB/KSUE
If a Tailwind Flight Center Flight School aircraft experiences mechanical difficulties while away from KATW/KGRB/KSUE, the pilot should contact the Flight School or the Chief Flight Instructor immediately.