



Renter's Handbook

**Epix Services LLC dba Epix Aviation
Chesapeake Regional Airport
Chesapeake, Virginia
757-421-4973**

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Chapter 1-Purpose and General Information

A. Company Goals

Epix Aviation is committed to providing the safest, most fulfilling aviation experience possible for its customers and its employees. To achieve this, Epix will, first and foremost, provide and expect the highest level of safety and professionalism from all participants.

Epix Aviation provides its clients with a modern and dynamic fleet, highly experienced instructors, and professionally organized training programs. The policies and procedures in this manual are designed to deliver on that promise and create a safe, quality, and enjoyable experience for our customers. Our employees are focused on the fact that we are operating a business which depends upon your confidence in our abilities; our professionalism is the most outward symbol of that commitment.

B. Purpose

This manual is to provide you, the user, with our ethics, values, and expectations when participating in the Epix adventure. You are urged to not only be familiar with and use procedures contained in this document, but to embrace them as your personal philosophy of aviation while with us. If revisions are needed for any reason, please inform the General Manager.

C. Company Values and Philosophy

Epix strives to provide quality service to all customers and follow fair business practices. Employees at Epix are committed to improving the company and routinely go beyond what is required of them. This professionalism and level of competence is paramount and what sets Epix apart from other FBOs in this region.

D. Zero-Tolerance Policy

Safety is the number one priority of Epix Aviation. We insist on safety in everything we do. If any instructor, employee, representative, or customer is suspected of deliberately maintaining or operating an aircraft in an unsafe manner, that person will be immediately grounded and/or prohibited from participating with us until such time as the matter can be satisfactorily resolved.

E. Distribution

This document is property of Epix Aviation, LLC and no part of it may be reproduced, stored electronically, or transmitted in any form without prior, written permission from an authorized representative of Epix Aviation.

F. Revision Procedures

Revisions will be issued in paper and digitally by the General Manager with all changes clearly marked.

G. Normal Business Hours

Normal business hours for Epix Aviation are 8:00 AM to 6:00 PM daily, sunset, or until the last flight is received at dispatch. Operations outside those times must be by specific arrangement with the General Manager or Director of Operations.

Chapter 2 – Operation of Aircraft

A. Responsibility

It is always the responsibility of the Pilot-in-Command to ensure the safe operations of the aircraft. All instructors, students, and renters are responsible for operating the aircraft in accordance with the Airplane Flight Manual and Federal Aviation Regulations at all times.

B. Use of Checklists

Epix Aviation considers this an important safety of flight requirement and a mandate from the FAA. All Instructors, students, and renters must use approved checklists for all operations. Approved checklists are those shown in the appropriate POH/AFM or the official Epix checklist, no other checklists are authorized. Checklists need not be “do lists.” In other words, the proper actions can be accomplished, and then the checklist used to quickly ensure all necessary tasks or actions have been completed. Emphasis is on the “check” in checklist.

C. Aircraft Type Specific Company Policies

Epix Aviation has developed procedures for each aircraft type (make and model) we operate. They are in addition to the Federal Aviation Regulations and limitations/procedures in the Airplane Flight Manual or other requirements in this manual. These Aircraft Standards are available to Epix registered users on our website.

D. Dispatch Procedures

The aircraft must be properly dispatched for every flight before granting anyone access to the aircraft for the purpose of flight. Proper dispatching ensures the documentation is complete and on-file and that the airplane is operationally ready.

The Epix Aviation Flight Log book is a maintenance form book, which is kept at the dispatch desk in the lobby of Epix Aviation facility while the aircraft is not in dispatched status. It is used by Maintenance personnel, pilots and office staff to record flight time and aircraft maintenance discrepancies. The Epix Aviation Flight Log book will be given to the PIC of each flight by the dispatcher when the aircraft is dispatched for each flight or the mechanic performing maintenance when the aircraft is dispatched for maintenance to be performed. The Flight Log Book is checked during the dispatch and pre-flight inspection for any discrepancies carried over from the previous flight. A flight dispatch sheet will be inserted in the Flight Log Book at the time of dispatch. The dispatch sheet contains current Hobbs

times which are used by dispatch and customers for billing and FAA currency requirements and contains Tachometer times which are used for maintenance tracking. The dispatch sheet also contains inspection status for FAA required inspections and checks. Before each flight the PIC shall verify the times recorded on the dispatch sheet with the aircrafts actual times to ensure validity and that the aircraft meets all inspection criteria to ensure aircraft airworthiness. At the conclusion of the flight, the PIC will record the ending Hobbs and tach times. For aerobatic flights, the PIC will also record the maximum and minimum G loading for the flight.

E. Fuel Requirements

The PIC will visually ensure that aircraft tanks are filled to the minimum required for the flight *plus the Epix Aviation required reserve of one hour*. Additional fuel will be carried if there is any likelihood of deteriorating weather conditions. All fuel loads will be verified with the aircrafts POH/AFM weight and balance section to ensure proper weight and center of gravity limitations. It is the PIC's responsibility to ensure that the tanks are serviced with the necessary amount of aviation grade 100LL (blue) fuel prior to flight.

During fuelling, the airplane and the truck will be grounded and the truck will be connected to the airplane. The ground cable will be connected to a structural metallic part of the aircraft. Smoking is prohibited within 50 feet.

In the event of a fuel spill during filling or after removing a fuel cap, crews must wait at least 20 minutes to vent the wing and control surfaces before turning on the electrical system or starting the engine. If a student pilot is uncertain about the safety of conditions after such a spill, he will consult dispatch.

When fuelling at airports other than Chesapeake Regional (KCPK), the PIC will observe the fuelling operation to ensure proper servicing. Pilot will visually confirm that the proper grade of aviation fuel has been added.

F. Engine Start

- Airplane engines will not be started for the purposes of flight until a pre-flight inspection has been completed.
- A fire extinguisher will be on the parking ramp during engine start at the Chesapeake Regional Airport. At all other approved airports, the on board fire extinguisher should be used if necessary
- Brake pressure will be checked and the brakes applied before the engine is started
- The pilot will check visually to assure that the immediate vicinity is clear of persons, equipment and debris before engaging the starter

- Pilots should be mindful of the density altitude at start and the heat soak condition of the engine before priming injected engines for start.
- The approved checklist shall be used for all starting procedures

G. Ground Operations

Pilots must exercise extreme caution while taxiing. Brakes will be checked immediately after the airplane starts moving. In congested areas, no one will taxi faster than a fast walk. In uncongested areas, no one will taxi so fast that a loss of braking would create a hazard. Pilots will visually confirm intersections are clear before crossing.

Do not attempt to taxi an aircraft between two others tied down on the ramp. Instead, taxi to the front of the designated spot and use the tow bar to back the aircraft into the selected spot. Avoid pushing or pulling on propellers, spinners, or tail cones when moving aircraft. When moving fabric covered aircraft, do not grab or push against fabric surfaces; instead, use the palm of the hand against a structural member to move the aircraft.

At untowered airports, pilots will make radio calls when taxiing on the airport movement areas. At towered airports, pilots will follow ground control instructions.

H. Engine Run Up

If an engine was shut down prior to flight, an engine run-up will be performed. The engine power checks will be conducted in accordance with the aircraft manufacturers POH/AFM. Pilots should not taxi behind other airplanes that may be running up. All pilots will ensure that the area behind the airplane is clear before advancing the throttle. Even if a run up is not required e.g. full stop taxi back, pilots must ensure the “Before Takeoff” checks have been completed.

I. Fire Precautions and Procedures

A fire extinguisher is located in the aircraft at all times. Review and follow the appropriate Pilot Operating Handbook (POH) and aircraft checklist for specific fire procedures. This will include the procedures for engine fire, fire during engine start, electrical fire, and cabin fire.

Smoking and the use of other tobacco products is not permitted in any flight school aircraft or building. Smoking is prohibited within 50 feet of any aircraft, fueling operation, or fuel storage tank.

Ground fire extinguishers are located in the main hanger and at the fuel farm. Pilots must be familiar with the fire extinguisher locations and use.

If anyone observes a fire or excessive fuel leak they should immediately call 911. Once the proper emergency response authorities have been contacted the personnel shall notify flight school management and or an airport employee.

Personnel should never risk personal injury to save an aircraft during a fire.

J. Discrepancy Reporting

The aircraft is dispatched to the Pilot-in-Command (PIC) and that person is responsible for reporting any discrepancies detected before, during, or after each flight. Any observed discrepancies that affect airworthiness will be written on the appropriate section of the technical log, to include a description of the defect and the date of observation. Before entering the write-up in the form, PICs shall consult the Master Minimum Equipment List (MEL) for the aircraft involved and confirm their decision with an Epix CFI before proceeding or entering the write-up. If the question cannot be answered using the MEL, the CFI shall refer the issue to maintenance. If after hours, place a note in the front cover of the binder, describe the discrepancy and secure the keys in the designated area to ensure that the plane is flagged. After completing these tasks, notify the Director of Maintenance or Director of Operations via cell phone.

The discrepancy is placed in the upper two rings of the log book to demonstrate that the aircraft has a discrepancy and this discrepancy must be appropriately examined by the proper personnel. An example of the discrepancy sheet is displayed below:

<u>DISCREPANCY SHEET</u>			
Aircraft: N _____	Date: _____	Hobbs: _____	Tach: _____
Discrepancy		Corrective Action	
Name: _____	Date: _____	Mech. Name: _____	Date: _____
_____	_____	A&P #: _____	_____
_____	_____	_____	_____

Once a discrepancy is recorded in the Flight Log book the aircraft is grounded until it is deemed airworthy by an FAA certified maintenance technician and the appropriate entries are made in the aircraft's maintenance records and the Epix Aviation, LLC Flight Log book.

All off-field maintenance requires prior approval from the GM or Director of Maintenance.

K. Servicing

It is the PIC's responsibility to determine the amount of fuel required for the intended flight. **Epix will not refuel any aircraft unless specifically requested by the PIC.**

Refer to the placard inside the oil access door on the aircraft or the Airplane Flight Manual to determine the oil level required and type to be added. Request oil through the dispatcher when needed. Pilots will always visually confirm that they have sufficient fuel available for their intended flight plus regulatory and Epix reserves. If deemed insufficient, request refueling from the Epix Dispatcher.

L. Additional Winter Preflight Procedures

It is the PIC's responsibility to ensure that the aircraft is completely free from ice and/or frost before flight. De-ice equipment is available from maintenance. Aircraft will not be dispatched until it has been verified that the aircraft is ice/frost free. If the ambient temperature is below 32° F, preheat the engine with an appropriate heater.

M. Weather Minima

The allowable VFR weather minimum for all Epix aircraft, regardless of the airspace class in which they are operating, is 3 SM visibility, 1000' above, 500' below, and 2000' horizontally from clouds. VFR operations in company aircraft should not be conducted if the weather for the route of flight is forecast to be below these minima. Weather minima for Student Pilots shall be as shown in the current Epix PPL Training Course Outline (TCO). Special VFR is not permitted in Epix aircraft.

N. Securing Aircraft

1. It is always the responsibility of the Pilot-in-Command (PIC) to properly secure the airplane. Aircraft will be secured after every flight using the aircraft checklist, regardless of the turnaround time, unless the aircraft is stored in the hangar.

2. All aircraft must be chocked or tied down when not occupied. Chocks may be obtained from the chock rack on the fence or from maintenance.
3. Never leave an airplane for any amount of time (even minutes) without completely closing the canopy, doors, and ventilation windows.
4. Always use the control lock (if equipped) when leaving the aircraft unattended.
5. Use the canvas cover on the Arrows, DA20 or DA40 if aircraft is being tied down outside overnight.
6. Avoid placing the canvas cover on the ground and use caution when replacing to prevent gravel or loose stones from scratching the canopy.

Chapter 3 Flight Admin

A. Customer Documentation Requirements

Each customer that participates in flight operations with Epix Aviation must meet all documentation requirements for the particular type of operation. Generally, operations fall into one of six basic categories, as follows:

1. Pilot Services Operations-Epix Aviation Owned/Operated Aircraft

Includes: City Tours, Photo/Scenic Flights, and Introductory Training Flights

- Customer Information Form-Completed and Signed
- Copy of Driver's License

2. Recurrent Training Operations-Epix Aviation Owned/Operated Aircraft

Includes: Biennial Flight Review, Instrument Proficiency Check, and Aircraft Checkouts

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement- Signed
- Copy of Driver's License
- Copy of FAA Medical Certificate or BasicMed documentation-Current
- Copy of Pilot's License(s)

3. Flight Training Operations-Epix Aviation Owned/Operated Aircraft

Includes: Flight Training towards any Certificate, Rating, or Endorsement

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement-Initialed and Signed
- Copy of Driver's License
- Proof of US Citizenship-Copy of Birth Certificate or Us Passport
- TSA clearance if not a US citizen
- Copy of FAA Medical or BasicMed documentation-Current

4. Student Solo Operations-Epix Aviation Owned/Operated Aircraft

- All items required for Flight Training Operations (See Number 3 above)
- Copy of Student Pilot Certificate-Endorsed & Current
- Pre-solo Written Knowledge Test- Administered and corrected prior to Endorsement
- Instructor's written authorization to make the flight

5. Aircraft Rental Operations- Epix Aviation Owned/Operated Aircraft

Includes: All flights, other than Student Solo Operations, without a Epix Aviation Instructor as Pilot-in-Command (PIC)

- Customer Information Form-Completed and Signed
- Aircraft Rental Agreement-Initialed and Signed
- Copy of Driver's License
- Copy of FAA Medical Certificate or BasicMed documentation-Current
- Copy of Airmen Certificate(s)-Front & Back
- Appropriate Aircraft Checkout Form(s) or Copy of Endorsement for Practical Test from Epix Aviation CFI
- Copy of Biennial Flight Review (Logbook Endorsement) or Equivalent-Current
- Proof of having met Epix minimum time requirements for specific aircraft e.g. retractable gear, tailwheel
- Proof of training and aerobatic sign-off from Epix for aerobatic flights

6. Pilot Services Operations-Non-Epix Aviation Owned/Operated Aircraft

- Proof of Insurance Coverage for CFI-Copy of Appropriate Page(s) of Insurance Policy
- Copy of Driver's License
- Customer Information Form-Completed and Signed
- Proof of US Citizenship-Copy of Birth Certificate of US Passport (If training is for a Certificate and/or Rating)
- Copy of FAA Medical Certificate, if applicable-Current. Note: BasicMed cannot be used for compensated pilot services
- Copy of Airmen Certificate(s)-Front & Back
- Copy of Biennial Flight Review-Current (Not Required if Training is for a Biennial Flight Review)
- Documentation sufficient to establish the airworthiness of the aircraft to be used

B. Currency Requirements

In addition to the currency requirements of the FARs, Epix maintains the following currency requirements for all renters:

- Simple, Complex, and High Performance by make and model - 60 days
- Tailwheel – 45 days
- Aerobatics – 30 days

Renters must maintain currency in accordance with the FARs and Epix currency requirements. Unless a renter has flown the intended aircraft within the time period specified above, they will be required to demonstrate proficiency with an Epix Instructor. The proficiency check shall consist of at least three (3) approaches and landings. For aerobatic currency the checkout will be a sampling of representative maneuvers appropriate to the renter's recorded skill level.

C. Renter Check-out Policy

All renters must be checked out in the make and model aircraft to be rented. Separate checkouts are required for Day VFR, Night VFR, IFR, and Aerobatic rental privileges. The prospective pilot/renter must satisfactorily demonstrate all maneuvers outlined below to the level of their airman certificate and complete the appropriate Pre-Rental Aircraft Knowledge Test.

Competency Areas for Aircraft Checkout

- Dispatch and check-in procedures
- Aircraft maintenance logs
- Local area orientation
- Fuel and oil replenishment
- Pre-flight procedures
- Aircraft systems
- Installed navigation systems operation
- Takeoffs
- Steep turns
- Slow Flight
- Stall series
- Simulated engine failure
- Landings

D. Extended Rentals

Rental flights extending for more than one day must be approved by the General Manager. Minimum utilization requirements are 2 hours per day during the week, 3 hours per day on weekends, or actual hours flown, whichever is greater.

E. After Hours Rental

For customers renting an aircraft after normal business hours, arrangements to pick up and drop off the aircraft binder and keys must be made during normal business hours. Only customers in good standing may use this option.

F. Fuel Reimbursement

Rental rates include fuel unless specifically excepted. Epix will cover fuel purchases up to the per gallon price of the same fuel type at Chesapeake airport (KCPK). The customer is liable for any fuel cost that exceeds that amount. All other charges (i.e. user, landing,

ramp, parking, tie-down fees or maintenance performed without prior approval) are at the customer's expense.

G. Stranded Aircraft

There may be occasions when an Epix aircraft is unable to return to KCPK due to weather, maintenance, or regulatory reasons. Should this occur, the PIC should contact the Epix Dispatcher, the Operations Director, or the General Manager, in that order. For maintenance issues, Epix may opt to deploy and resolve the discrepancy itself, or it may authorize the PIC to commit to local maintenance at the site of the diversion. Should the cause of the diversion be attributable to the PIC, Epix, at its sole discretion, may charge the PIC for all costs associated with recovering the aircraft and occupants to KCPK.

Landing off airport:

1. The flight is immediately terminated. Never try to take off from an unimproved location.
2. Ensure your safety and the safety of others on board as your first priority
3. As the situation allows, secure the aircraft
4. Contact Epix for further instructions

Landing as a result of mechanical or medical emergencies:

1. The flight is immediately terminated.
2. Secure the aircraft as best you can.
3. Contact Epix for further instructions.

Landing as a result of inclement weather

1. Secure the aircraft
2. Contact Epix and relay the circumstances of the weather abort.
3. Discuss the weather forecast with the Chief Pilot or his/her designated representative and determine when/if further flight will commence.
4. Depending upon input from the Chief Pilot or his/her representative:
 - a. Wait for pickup by another aircraft;
 - b. Prepare the aircraft for departure and continue the previously planned flight;
or
 - c. Prepare the aircraft for departure and return to home base

Contact information for Epix is as follows:

1. Dispatch desk – 757 421-4973
2. Maintenance Controller – 757 214-1844
3. Director of Operations – 757 282-9391

H. Calculating Charges

Rental charges for the aircraft are based on the aircraft Hobbs meter reading and are the same for local and cross-country flights. For operations in aircraft not owned and/or operated by Epix Aviation without a Hobbs meter, an arrangement will be made with the customer to use a stop watch, clock, etc.

Damage found on any aircraft post flight will be attributed to the pilot of record for that flight and insurance deductibles may be assessed. Pilots are cautioned to perform a thorough pre-flight to avoid fees caused by others.

Fees may be assessed against renters for actions attributable to the renter, such as late or no-show fees, aircraft recovery fees for incidents/accidents, damage to aircraft. etc.

Chapter 4 - Aircraft and Instructor Scheduling

A. General

All flight operations are dependent upon proper and efficient use of the flight schedule. Therefore, an accurate and properly used schedule is essential. It is everyone's job to properly utilize My FBO as outlined in this Chapter. However, during normal business hours, the Dispatcher will monitor and actively manage the schedule to maximize safety and the productivity of all company resources.

B. Appointments

Our On-line scheduling program, My FBO, specifies the setting of minimum and default reservation times for pilot/renter customers. If renters wish a time block different than standard, they should contact the dispatch desk in advance. The default and minimum reservation times for each reservation type are:

1. Introductory Flight-1 hour default/1 hour minimum
2. Standard -2.0 hour default/2.0 hour minimum
3. Maintenance-None

Customers can schedule by calling, emailing, or speaking in person with dispatch. Scheduling can be done on MyFBO as well, but customers cannot use this option within 24 hours of flight/ground. All events scheduled within 24 hours of event must be scheduled through the Dispatcher. When scheduling, note in the remarks section the destination of flight if outside of local area. If with a CFI, include lesson number or type of flight (eg Flight Review, Discovery Flight) if applicable.

Current policy requires that cancelations, scheduling changes, and new reservations to be made at least 3 hours in advance. These minimum cancelation times and lockout periods can only be overridden by Epix management, so please try to submit a timely change request.

C. Aircraft Scheduling Guidelines

1. Epix Aviation aircraft and flight instructors are available to customers on a first-come, first serve basis.
2. All flight training and aircraft rental operations must be scheduled via My FBO.

3. Practical Tests have priority over all other operations with the exception of certain aircraft rental operations.
4. Customers will be notified by a phone call should the aircraft or instructor become unavailable.
5. The aircraft must be parked, and the keys returned by the end of the reservation time, unless a prior arrangement has been made with the next user.

D. Missed Appointments

If a customer is more than 20 minutes late for an appointment and there is insufficient room on the schedule to extend the reservation, the appointment is considered canceled and both the aircraft and instructor will be available for other appointments. During this 20 minute 'grace' period, a phone call will be made to notify the customer of the cancellation and to reschedule.

E. Cancellation Policy

Customers that find that they cannot make a scheduled flight should advise Epix at the earliest possible time to allow other customers to use the aircraft. Epix policy is that cancellations should be made a minimum of three hours prior to departure. Late notifications and no-shows may be liable for a cancellation fee, normally a minimum of one hour of instructor time.

As a rule, flights will only be cancelled by the company if the aircraft becomes unairworthy, weather is unsuitable for the mission, or an instructor has an emergency. Should an instructor have to cancel, he will arrange to provide another instructor, should the student desire.

Chapter 5 - Flight Training

A. Use of Training Syllabi

All training at Epix is conducted in accordance with published syllabi, as appropriate, and the Epix *“Standard Flight Training Procedures”*, available on our website. Check outs, endorsements, and other required training are by Epix syllabus and FAA Airman Certification Standards (ACS) as appropriate. Strict use of these syllabi is required for all Flight Training and Solo Operations. This includes flight training in owner’s aircraft. Certain exceptions are allowed for “finish-up” students with approval from the Chief Flight Instructor. “Strict use” does not eliminate flexibility.

B. Use of Aircraft Standard Operating Procedures

All flight training will follow the standardized procedures outlined in the Flight Training Supplement for the appropriate aircraft. For standardization and safety, renters are encouraged to follow them as well. Standardization enhances the flight training experience by allowing customers to review procedures at home and have the identical procedure reinforced each time they fly, regardless of the instructor. It also increases safety by obliging all pilots to follow “agreed-upon” best practices and suggest changes when necessary. These Aircraft Standards are available to Epix registered users on our website.