

## Terms and Conditions

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## Change log

## Change process

Over time it may be necessary for this document to be updated and/or amended as deemed necessary by the Aviation Sim UK Directors. This will be communicated through both the Aviation Sim UK website, and in the announcements channel of the Aviation Sim UK Discord.

## Scope

This document is applicable to all users of the Aviation Sim UK Discord

## Definitions

Abbreviation	Definition
Slow mode	Limits the number of messages that can be sent by one member into a channel
Ban	Bans a members from the Discord server indefinitely
Mute	Prevents a member from sending messages into any channels for a specified period of time
Kick	Kicks a member, but allows them to reconnect immediately
Director	Someone that has been appointed by the Aviation Sim Director as a lead member of staff
Moderator	A member that has been appointed moderation permission by the Director of Complaints and queries
Discord user	Any member of the Aviation Sim UK Discord Server
Staff	Any member that helps the Head director of Aviation Sim UK and is allocated a department to carry out their duties, they answer to the Directors of Aviation Sim UK
Directors	These are members that help the Head director of Aviation Sim UK and lead their departments, they are in charge of the department they are allocated
Head director of Aviation Sim UK	The person who runs Aviation Sim UK, allocates staff to the group, and makes fundamental decisions to the running of Aviation Sim UK

## Code of Conduct

This code of conduct applies to any member that utilises Aviation Sim UK's services, namely at current but not limited to, the Aviation Sim UK Discord and the Aviation Sim UK website

### Codes

Code 1: Members shall be respectful to each other at all times

Code 2: Only members in good standing with Aviation Sim UK will be allowed to connect to the Discord server, the website and any other Aviation Sim UK feature

Code 3: A member must not allow anyone else to use their account and/or login details

Code 4: Members are forbidden from using any means to threaten, harass, stalk or in any other methods violate the legal rights of any other member

Code 5: Members should not publish, post, distribute or communicate infringing, obscene, vulgar, profane or unlawful types of communication

Code 6: Members must be of at least 13 years of age when signing up to Aviation Sim Up or using any of their services

### Offences

#### Minor offences

##### *Z1. Swearing*

Crude, rude or socially unacceptable language. Members of age as young as 13 years of age utilise Aviation Sim UK services. As a result of this Aviation Sim UK services should be free of unacceptable language

##### *Z2. Purposefully creating arguments that are not beneficial to the group*

Aviation Sim UK is a community and we welcome healthy debates. However, we do not welcome unhealthy debates, like debates around politics. Whether a debate is healthy or not for the group is determined by staff.

##### *Z3. Advertising*

Aviation Sim UK is an organisation based around a YouTube channel, and therefore we would ask that people do not advertise without the head directors written consent. This is because we want to teach people relevant content that is accurate, and as a result we only endorse streamers that are accurate in the content that they produce. This may be upgraded to a major offence if repeated offences occur.

## *Z4. Spamming*

People utilise Aviation Sim UK resources for fun, so we don't want continuous spamming so that people may enjoy the services. This includes spam poking people on discord.

## Major Offences

### *Y1. Swearing*

Continued offences dictated in Z1 or any attempts to bypass any moderation tools will become a major offence

### *Y2. Sexually explicit material*

As described in section Z1 members of Aviation Sim UK can be as young as 13 years old, and as such, any images, links or videos to websites or materials aimed at people aged 18 or over.

### *Y3. Threats and harassment*

Members of Aviation Sim UK are entitled to go about their business free from judgement, fear of violence or in receipt of malicious threats

### *Y4. Hacking*

Any member found to be "hacking" or maliciously attempting to access restricted areas and/or activity that interferes with the day to day running of Aviation Sim UK services will face an immediate suspension.

## Punishment

### Minor offences

Any member found committing any minor offences will typically, but not always be issued a warning (however, if the situation is deemed serious by staff then the warning system may be bypassed). If any of these warnings are deemed incorrect by the member in question, then the member may submit a written appeal to both the Director of complaints and queries and the Head Director of Aviation Sim UK, or submit a ticket to the complaints department on the Aviation Sim UK website, and a written response to the appeal will be returned within 3 working days.

On a member being issued with a third warning in a one month period, then a written statement will be written to the member in question by the Director of complaints and queries, stating that the member has received a written warning, and an attempt to rectify any issues that may be apparent. If the member receives a fourth warning then they will be banned for a time between one day and 30 days and an automatic appeal process will occur in front of the director of complaints and queries and the head director of Aviation Sim UK with all attempts of the appeal occurring within one week of the ban being issued. The ban length is to be dependent of the seriousness of the offence, and the number of offences that have occurred in the past.

If deemed necessary, staff may issue a temporary mute on the member, this will be for a period of time, no more than one hour, and the period of time of the temporary mute is dependent on the

seriousness of the offence and the number of times this offence has taken place in the past. Temporary mutes may be coupled with a warning as well

## Major offences

Any member found committing a major offence will face an immediate ban and an automatic appeal that will take place within the presence of the Director of complaints and queries and the Head director of Aviation Sim UK to aim to be at least within one week of the ban being issued. This ban will last between one day and one month in length.

## Staff discretion

Staff may issue more or less serious punishments to any member within the division based on any of the offences listed based on their discretion, however, staff will be held accountable for their actions.

## Discord

### Introduction

Members that use Aviation Sim UK's Discord server will abide by Aviation Sim UK's code of conduct at all times, and may face any disciplinary charges if they are found to be in breach of Aviation Sim UK's codes and offences sections as detailed above.

### Reporting another member

If a member feels that another member of the Aviation Sim UK Discord server has broken any of the codes or committed an offence as detailed above, then they may utilise the !report (user) (reason) function in any of the rooms on the discord server, or the member should submit a ticket to the complaints section of the Aviation Sim UK website, or private message any staff member or director and report the issue. If a member takes things into their own hands then they themselves may face disciplinary action.

### Reporting moderators or staff

If a member feels like a moderator or member of staff is not acting appropriately, then a private message should be sent to the Head director of Aviation Sim UK or a ticket submitted to complaints on the Aviation Sim UK website. Moderators or staff may appeal any decision taken against them.

## Ban evasion

Any member that attempts to evade their ban or shorten their ban in any way will have their ban extended by the head director of Aviation Sim UK.

## Recording of moderation

Staff and moderators are required to record any moderation actions taken in both the moderation log, by including reasons for the moderation, in both the mod logs on Discord and the Aviation Sim UK google drive. If a member would like to see a written list of their infractions, then a ticket should be submitted to the complaints department on the Aviation Sim UK website, and a response will be aimed to be sent within 3 working days.

## Disconnecting

Staff and moderators may choose to disconnect members from voice channels if they are in breach of the codes written above. Disconnections should be recorded in the Aviation Sim UK google drive.

## Temporary mutes

If a member continues to breach the codes written above then they may be issued with a temporary mute between 1 and 60 minutes. If a temporary mute is used, then the reason should be included and this should also be recorded in the Aviation Sim UK google drive.

## What is a moderator?

Moderators are members of Aviation Sim UK that are in good standing with the group that have been appointed by the director of complaints and queries to moderate the Aviation Sim UK discord, YouTube and website.

Moderators are responsible to the director of complaints and queries

Moderators are identifiable by the moderation role in the Aviation Sim UK discord server

Moderator guidelines are available on the Aviation Sim UK google drive