



Operations Manual

PART A · STANDARD OPERATING PROCEDURES

Procedures for admission to service, flight operations, operation of the ACARS client and the Inflight Management Panel, remuneration and career progression — together with abnormal procedures and the first-flight checklist.

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0.1 RECORD OF REVISIONS

Table 0.1: Record of Revisions

REV	DATE	HIGHLIGHTS OF CHANGE
00	Jul 2026	Initial issue (user-guide format).
01	Jul 2026	Reissued as Standard Operating Procedures. Abnormal procedures and the First Flight normal checklist added.
02	Aug 2026	Company lockup adopted; cover reissued on white. Chapter 4 added — ACARS client operation and the Inflight Management Panel — and subsequent chapters renumbered.
03	Aug 2026	Commencement of boarding on the IMP established as the start of the recorded sector (4.4); Gate to Gate table and First Flight checklist amended accordingly.
04	Aug 2026	FsHub withdrawn as an approved alternate means of recording; former 3.4 deleted and 3.5 renumbered. Table 3.1 reduced to the simulators the ACARS client is tested against.
05	Aug 2026	Section 4.3 rewritten and expanded to pages 4-2 to 4-5 (4.3.1 to 4.3.10, Tables 4.3 and 4.4). Table 4.5 amended, boarding pace withdrawn, new 4.5, 6.5 and 6.6. Chapters 4 and 6 repaginated.

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0.2 USE OF THIS MANUAL

This manual is written in procedural language, and three words carry weight throughout:

- a) **shall** — the action is mandatory. The system enforces most of them for you;
- b) **should** — the action is recommended. Ignoring it costs money or convenience, not access;
- c) **may** — the action is at the pilot's discretion.

0.3 WARNINGS, CAUTIONS AND NOTES

WARNING An action or condition that can cost the license or the account. There are few of these. Read every one.

CAUTION An action or condition that can cost money, progress, or a working key.

NOTE Information that makes the procedure easier, faster, or less surprising.

0.4 COMPANY FOREWORD

Most flight-sim tools watch you fly. SkyHub gives you a reason to. Everything beyond this page is written the way the airline writes — because in this game, the airline is the point. Welcome aboard.

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1.1 PURPOSE

This manual provides the standard operating procedures for SkyHub: Pilot's Dark World — from procurement of a license, through the operation of the ACARS client and the Inflight Management Panel, to the completion of revenue sectors.

1.2 APPLICABILITY

These procedures apply to all flight crew. No prior virtual-airline experience is assumed. No procedure in this manual requires more than a flight simulator, a Windows PC, and the will to earn the left seat.

1.3 THE LICENSE

One license unlocks Career Mode on one SkyHub account, permanently. The purchase is one-time: no subscription, no recurring charge. Every future update of the game, and the ACARS flight recorder application, are included.

NOTE

Nothing else in SkyHub is ever sold for real money. Hours are flown, cash is earned, and command is trained for — none of the three is for sale.

1.4 ABBREVIATIONS

Table 1.1: Abbreviations

TERM	MEANING
ACARS	The SkyHub flight recorder application (Windows)
FCA	Flight Crew Agreement — the contract signed at admission
FCD	Flight Crew Department — standards and leaderboards
FDM	Flight Data Monitoring — landing analysis and grading
IMP	Inflight Management Panel — the in-sim cabin console
OMC	Operations Management Centre — dispatch and briefing
PIREP	Pilot report — the filed record of a flown sector
SOP	Standard Operating Procedure

2.1 LICENSE PROCUREMENT

Table 2.1: License Procurement

STEP	ACTION	RESPONSE
1	Proceed to skyhubairways.com/buy .	PRICE DISPLAYED
2	If holding a discount code, select "Have a discount code?" and enter it. Verify the reduced total before paying.	DISCOUNT APPLIED
3	Complete payment in the Paddle secure checkout. Payment is processed by Paddle, merchant of record; card data does not reach SkyHub.	PAYMENT CLEARED

2.2 KEY RECEIPT

On clearance of payment, a single-use license key is issued and delivered to the checkout email address. The pilot **shall** retain the delivery email until the key is redeemed.

NOTE	Delivery is normally within minutes. If the key has not arrived, apply abnormal procedure 6.1 — a lost email never means a lost purchase.
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2.3 ACCOUNT CREATION

The pilot shall create a crew account at skyhubairways.com/join and select a crew base. The base is home: it sets the network you fly and the weather you learn.

CAUTION	Base transfers after admission are a career decision with a price on it. Choose the city you actually want to wake up in.
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2.4 LICENSE ACTIVATION

The pilot shall enter the key once at skyhubairways.com/license. The key binds to the first account that redeems it, permanently, and Career Mode opens on acceptance.

NOTE	Typos are forgiven — O for 0 and friends fold back automatically — and activation does not wait on the email-verification link.
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2.5 FLIGHT CREW AGREEMENT

Before dispatch, the pilot **shall** sign the Flight Crew Agreement presented by the People Department.

CAUTION	The OMC will not release an aircraft to a pilot without a signed FCA on file. There are no exceptions, and Mr. Brown Jr. has heard every argument.
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3.1 MONTHLY ROSTER

The Rostering Department issues each month as a sheet of real sectors — flight numbers, aircraft, report times. Sectors **shall** be flown in sequence: continuity is checked at dispatch, and the sheet, the logbook and the ledger stay in agreement because of it.

3.2 SECTOR BRIEFING

Before each sector the pilot **shall** open the briefing at the OMC. The plan carries the flight number, the aeroplane and the route; fly what the sheet says.

3.3 SUPPORTED PLATFORMS

Table 3.1: Supported Simulators

SIMULATOR	INTERFACE
Microsoft Flight Simulator 2020 / 2024	SimConnect

The ACARS client runs on Windows. The account itself signs in anywhere.

3.4 RECORDING PRINCIPLE

There is no manual PIREP form anywhere in SkyHub, by design. A sector exists because it was flown: the ACARS client records it and files it, and the server grades what the recorder saw, not what anybody claims. Operation of the client is the subject of Chapter 4.

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4.1 INSTALLATION

Table 4.1: Client Installation

STEP	ACTION	RESPONSE
1	In the crew portal, proceed to Crew Profile → Download and run the Windows installer.	INSTALLED
2	Start the client. It sits in the system tray and finds a running simulator by itself.	IN TRAY

Installation is performed once; the client keeps itself up to date silently.

4.2 ACARS TOKEN — ISSUE AND APPLICATION

The client authenticates with a personal ACARS token — it both identifies the pilot and authorises the report, so no password is ever typed into the client.

Table 4.2: Token Issue and Application

STEP	ACTION	RESPONSE
1	In the crew portal, proceed to Crew Profile → Set up ACARS and generate your token.	TOKEN DISPLAYED
2	Copy the token (it begins acars_...) into the client's settings.	TOKEN APPLIED
3	Confirm the client reports itself connected to your account.	CONNECTED

NOTE	The token is personal, and that is its strength: a leaked token can only file flights onto your account, never read it — and regenerating from the same page retires the old token instantly. Treat it like a crew card, not like a secret worth panicking over.
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4.3 GENERAL

The Inflight Management Panel is the cabin, on one console. It is a page served by the ACARS client on the pilot's own machine, opened in whatever view the simulator offers — an MSFS toolbar window, X-Plane's browser, the client's own window, or an ordinary browser tab on the same PC. It never leaves that machine and carries no token.

The console is a **dial**: a wheel with the controls on its segments, the status of the sector drawn on its face, and a caption line that names whichever key is under the pointer. A light and a dark face are selectable from the console itself; nothing else about it changes.

The cabin answers everything the pilot does with a satisfaction score, shown live and settled into the Airmanship record at shutdown. Passengers notice what real passengers notice: belts respected, a cart that came round, a word from the flight deck, a firm arrival.

Table 4.3: Panel Controls

CONTROL	FUNCTION	REF
BOARDING	Boards; at the destination stand, deboards and files the sector.	4.3.1
SEATBELT SIGN	Works the sign, or reads back the cockpit switch.	4.3.2
NO-SMOKING SIGN	As above. Not graded.	4.3.2
CABIN SERVICE	Drinks, snacks or hot meal, run from the cart in real time.	4.3.3
ANNOUNCEMENTS	Boarding, cruise, descent and deboarding calls.	4.3.4
CABIN MUSIC	Ambient music on the ground, with a skip. Not graded.	4.3.4
INTERPHONE	Answers the cabin. Dark unless the cabin is calling.	4.3.5
EMERGENCY CALLS	Emergency descent, brace, evacuate.	4.3.6
CHECKLIST	The normal checklist, opened beside the console.	4.3.7
SETTINGS	Voice pack, disruptive events, volumes.	4.3.8
CANCEL	Abandons the sector. Arms first, confirms second.	4.3.10

NOTE

Until the client is receiving frames from a simulator the cabin controls are inert, and the console says why rather than simply refusing: there are no passengers to board, serve or address on a loading screen. Cancel and Settings stay available throughout.

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4.3.1 THE BOARDING CONTROL

One control does more than it appears to. **Boarding is the master switch for the sector:** the first press commences boarding and starts the recording; the last press deboards the passengers and files the flight. Between the two it is greyed, and outside them nothing is being recorded at all. Each gate is the aeroplane's doing rather than the console's:

- nothing opens while the aircraft is moving — a refused press is written into the session record with the groundspeed that caused it;
- boarding may be commenced once, on stand, before pushback;
- deboarding unlocks only when the aircraft is on the ground, parking brake set, engines shut down, having flown — not at touchdown, and not at the departure gate.

WARNING

The recorder does not start itself. Until boarding is commenced the panel reads **STANDBY · PRESS BOARDING** and no part of the flight is being kept. A pilot who has not boarded their passengers has not begun a sector, and the system treats it as exactly that.

4.3.2 THE SIGNS

The seatbelt and no-smoking signs are worked from the console until the aeroplane is seen to work its own. The instant the cockpit switch moves the console hands over and becomes a readout for the rest of the sector — so a study-level add-on is flown from its own overhead panel and everything else is flown from here. No press is needed to change over.

The belts are required **at or below 10,000 ft** climbing and descending, through takeoff and landing, and in turbulence at any level. Ten seconds of grace are allowed inside each window; after that the episode is counted once, and each one costs **15% of cabin satisfaction, permanently**. The sign left on in smooth air well above ten thousand costs 3 points — a fraction of that, and for the opposite reason: a cabin belted for no reason cannot get up, and a sign that is always on stops meaning anything.

4.3.3 CABIN SERVICE

Three carts are offered — drinks, snacks, or a hot meal — worth progressively more to the cabin. One runs at a time, in real time: about **fifteen minutes** in a single-aisle cabin and **thirty** in a twin-aisle, read from the aircraft type the simulator reports. The ring around the key is the cart's true progress, and satisfaction is credited as the trolley works down the aisle rather than in a lump at the end.

The cart is locked below 10,000 ft and stows itself in turbulence — the ring visibly halts and resumes, and paused time is not counted against the run. A service still running below the floor on the descent, never stowed, costs 4 points.

CAUTION

Belts and the cart share one line, and it is the same line: 10,000 ft. The sign comes off where the cart may run and goes back on where it may not — one rule, not two numbers that happen to agree.

4.3.4 ANNOUNCEMENTS AND CABIN MUSIC

Four routine calls are made from the console, in the cabin crew's own recorded voices: **boarding** (the welcome), **cruise**, **descent** and **deboarding**. The first three are crew duties and are recorded as such by the client. Each one owed and never made costs **15 Airmanship** on the report, and a cabin taken off unwelcomed additionally costs 6 points of satisfaction. Ambient music may be run on the ground during boarding, with a skip and its own volume; it is at the pilot's discretion and is not graded.

NOTE

The console makes no routine call on the pilot's behalf. The one call it does make itself is the diversion, and there is deliberately no penalty attached to that one: marking a pilot for a call the instrument makes for them would be marking them for nothing.

4.3.5 THE INTERPHONE AND CABIN DECISIONS

The cabin does not interrupt the flight deck with a dialog box. When something has happened down the back the interphone rings — **three times, thirty seconds apart** — and it is the only thing on the console that blinks. Answering cuts the ring, unlocks the flight deck door, and only then do the crew speak. No decision may be taken while they are still speaking: half a report is not a briefing.

When the report is finished the console offers the answer as two keys, one word each — DIVERT or CONTINUE, GO-AROUND, DEVIATE, DESCEND, as the situation demands. The caption says what each key *does*; neither says which is right. A decision to divert is announced to the cabin by the console itself, five seconds later.

WARNING

Miss all three rings and the call is dropped: no report, no options, no decision. An event left undecided is graded as such on receipt and costs pay, Airmanship and standing. The interphone is answered, not ignored.

4.3.6 EMERGENCY ANNOUNCEMENTS

Three calls belong to the aeroplane being in trouble and to nothing else: **emergency descent**, **brace** and **evacuate**. Each is one press, each asks for confirmation before the cabin hears it, and none of them lives in a drawer.

CAUTION

A brace or an evacuation call empties the cabin's composure and it does not recover. Made when the sector did not warrant it, the call costs 35% of satisfaction, permanently. These are not novelty keys.

4.3.7 THE NORMAL CHECKLIST

The console carries the aircraft's normal checklist — nine cards from BEFORE START to PARKING, raised as the sector reaches them, answered by clicking a line. **Nothing on it is graded.** It exists so that the pilot's own word about what they set can be laid beside what the recorder saw, which is the only way to tell a mis-published simulator variable from a mis-flown procedure.

4.3.8 CONSOLE SETTINGS

Four settings, none of which touch the recording: the **voice pack** the crew speak in, changeable before boarding only; **disruptive events**, from *off* through *low* and *standard* to *high*, which is how often the airline is allowed to have a bad day at the pilot's expense; and the announcement and music volumes.

4.3.9 STATUS AND INDICATIONS

The status line above the controls is the recorder speaking plainly. A phase strip beneath it lights BRD, TAXI, T/O, CLB, CRZ, DES, LDG or ARR, and the cabin reads NOT READY, BUSY or READY beside the satisfaction meter.

Table 4.4: Recorder Status Indications

INDICATION	MEANING
WAITING FOR THE SIM	No frame has ever arrived. Load the aircraft.
STANDBY · PRESS BOARDING	Streaming, and keeping none of it. The sector has not been started.
RECORDING	Normal. The sector is being kept.
REC · NO LINK	Recording locally; the company link is down. The sector is not lost.
NOT RECORDING	Frames have stopped. The simulator has quit, crashed or been unloaded.
THE AIRCRAFT WAS MOVED	The aeroplane was placed rather than flown. The sector cannot be filed.
FLIGHT OVER? · DEBOARD TO FILE	Parked and shut down at the destination. Deboard to file.
SECTOR FILED · DEBOARD	The report is away; the passengers are still aboard.

4.3.10 CANCELLATION

Cancel arms the decision and never performs it: the controls give way to *Confirm* and *Keep flying*. An aeroplane that has already started taxiing is told to return to the ramp and shut down rather than asked to confirm. A cancelled sector is voided — there is no report and no pay.

4.4 NORMAL FLIGHT

The complete sector, gate to gate. Nothing below is typed in afterwards — every response is the system doing its part once the pilot has done theirs.

The sector begins at Step 2 and not before. Until then the client is connected to a simulator but recording nothing: the panel reads **STANDBY · PRESS BOARDING**. Commencing boarding starts the recording, and the block time, at that instant.

Table 4.5: Normal Flight — Gate to Gate

STEP	ACTION	RESPONSE
1	Open the sector briefing at the OMC, then load the simulator at the departure stand with the ACARS client running. Wait for the IMP to report the aircraft.	STANDBY
2	Commence boarding on the IMP. This starts the recording. Cabin music is at your discretion.	BOARDING · RECORDING
3	Boarding complete — make the welcome announcement, seatbelt signs ON, then push back and taxi.	CABIN SECURE
4	Take off and climb. Keep the signs on through the climb-out; the recorder is grading technique from here to shutdown.	RECORDING
5	In the cruise above 10,000 ft, signs OFF, make the cruise announcement and run a cabin service. Plan the time: a single-aisle cabin takes about fifteen minutes to work through, a twin-aisle about thirty.	SERVICE RUN
6	Before descent, make the descent announcement, stow the cart and secure the cabin — signs ON passing 10,000 ft.	CABIN SECURE
7	Land, taxi in, park: brake set, engines shut down. The panel asks whether the flight is over.	FLIGHT COMPLETE
8	On the IMP, deboard. The report files itself — landing grade, phase scores, cabin satisfaction, pay.	REPORT FILED

WARNING	No sector is recorded until boarding is commenced on the IMP. A flight flown from the stand to the destination without that press produces no track, no report, no hours and no pay — there is nothing to file, and nothing can be recovered afterwards. Board the passengers first; the aeroplane does not leave the stand without them.
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NOTE	Commence boarding on stand, before pushback . The recording begins where you press it, and a track that begins away from the departure aerodrome is refused on receipt — see 6.4, Abnormal Procedures. Late is not the same as safe.
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4.5 INTERRUPTIONS

Table 4.5 is the sector as it runs when nothing happens, and most do not. Weather, turbulence and the day's events will interrupt that flow at any point between Steps 2 and 8 — that is the game working, and how often it works is the pilot's own setting (4.3.8).

An interruption is met in the same order every time: the interphone rings, the crew are heard out, and the console offers the decision. None of it takes the recorder off the sector, and none of it changes the two presses that open and close the flight.

CAUTION	Belts and the cart share one line: 10,000 ft. Signs off with the cabin unsecured below it costs satisfaction — and satisfaction is Airmanship, and Airmanship follows you.
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NOTE	The interphone rings three times only, thirty seconds apart. A call left unanswered is a decision not taken, and it is graded as one — see 4.3.5. There is no wrong time to hear the cabin out.
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4.6 ABNORMAL SITUATIONS

Abnormal situations are outside the scope of this chapter. For abnormal procedures, refer to Chapter 6.

5.1 LANDING ANALYSIS

Every touchdown is graded by FDM into tiers, and the tier moves the money: a smooth arrival earns a premium, a firm one is remembered. Grades appear on the flight report and on the FCD leaderboards.

NOTE

Chasing the landing grade is the single habit that most improves both your flying and your bank balance. This is not a coincidence.

5.2 PAY SETTLEMENT

Pay settles to the ledger automatically at report acceptance: block time at the rank's hourly rate, adjusted by the FDM tier. The ledger is append-only — every đồng is accounted for, forever.

5.3 THE TWO CURRENCIES

Hours decide when you can be promoted. **Cash** decides whether you can afford it. You need both, and the game sells you neither: hours come from flying, and cash is earned, lent — or won.

5.4 COMMAND UPGRADE

Promotion to the ranks below command is by hours gate and promotion fee. Command is different: captaincy **shall not** be purchased and is awarded only on completion of the command training course, flown under assessment, with handling scores doing the talking.

NOTE

The left seat has to be earned. That is the whole game, and the reason it is worth playing.

5.5 THE ECONOMY BENEATH THE ECONOMY

Loans carry real interest, the shop sells what a salary can reach, and somewhere below all of it a fixer deals in favours. This manual does not document that world. When it finds you — and it will — remember two things: everything has a price, and the airline is always watching.

6.1 LICENSE KEY NOT RECEIVED

Condition: payment cleared, no key email within a few minutes.

1	Spam and junk folders	CHECK
2	support@skyhubairways.com, quoting the order reference	CONTACT
3	A fresh key is issued; any unsent key is retired	RE - ISSUED

6.2 KEY REJECTED — ALREADY REDEEMED

Condition: the activation page reports the key redeemed elsewhere.

1	Confirm you have not already activated this account — a licensed account reports it plainly	VERIFY
2	If the key was never yours to redeem, contact support with the order reference	CONTACT

WARNING

Keys are single-use and may not be resold. A key bought anywhere other than skyhubairways.com is bought at the buyer's risk.

6.3 FLIGHT REJECTED — OVERLAPPING FLIGHT

Condition: a sector is refused because another flight is in progress.

One flight at a time: complete or abandon the flight in progress before dispatching the next.

WARNING

Two people cannot fly one account at once, and the system is built to notice. Account sharing may end in suspension.

6.4 SECTOR NOT RECORDED — BOARDING NOT COMMENCED

Condition: the sector was flown, but boarding was never commenced on the IMP.

There is no recording. The client held on **STANDBY** for the duration of the flight and no track, no report and no block time exist to be filed. Nothing can be recovered and nothing should be requested from Flight Operations.

Fly the sector again, commencing boarding on stand before pushback.

WARNING

Boarding commenced *after* the aeroplane has left the stand is worse than useless: the recording begins wherever it was pressed, and a track that does not start at the departure aerodrome is refused on receipt. The sector is lost either way, and the second case costs a full flight to discover.

6.5 CABIN CONTROLS INERT

Condition: the panel is open, but the cabin controls will not respond.

The console is refusing rather than failing. Read the status line: **WAITING FOR THE SIM** means no frame has ever arrived and the aircraft is not yet loaded; **NOT RECORDING** means frames were arriving and have stopped. In both cases the cabin is inert by design — there are no passengers to work on a loading screen — and it comes back by itself when the simulator is streaming again.

Cancel and Settings remain available throughout. Nothing needs to be reopened and nothing is lost by waiting.

NOTE

A Boarding key that refuses in flight is not a defect either: the control is greyed between departure and arrival and unlocks as Deboard once the aircraft is parked and shut down at the destination — see 4.3.1.

6.6 SECTOR VOIDED — AIRCRAFT MOVED

Condition: the status line reads **THE AIRCRAFT WAS MOVED**.

The aeroplane was placed rather than flown — slewed, teleported, or repositioned by the simulator — and the recording is frozen at that point. The sector cannot be filed and nothing should be requested from Flight Operations. Fly it again from the stand.

6.7 REFUND REQUIRED

Condition: within 14 days of purchase, SkyHub is not for you.

Request through support@skyhubairways.com or through Paddle directly — no forms, no interrogation.

CAUTION

A refund withdraws the license: the key stops working and Career Mode closes until a new license is activated. Career data is not deleted. Full terms: skyhubairways.com/terms.

6.8 DEFECT OBSERVED

Condition: something in the portal, the client or the panel misbehaves.

File it with the Report button, present on every portal page — build and context attach automatically, and a human reads every one.

NORMAL CHECKLIST

FIRST FLIGHT

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Run once, top to bottom, challenge and response. When the last line reads complete, you are line crew.

FIRST FLIGHT

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ADMISSION

License key **REDEEMED**
 Crew account **CREATED**
 Crew base **SELECTED**
 Flight Crew Agreement **SIGNED**

BEFORE FIRST SECTOR

Monthly roster **DRAWN**
 ACARS client **INSTALLED**
 ACARS token **APPLIED**
 OMC briefing **REVIEWED**
 Simulator **RUNNING**
 Aircraft on stand, IMP **STANDBY**

GATE TO GATE

Boarding (IMP) — starts the recording **COMMENCED**
 Recording **CONFIRMED**
 Boarding (IMP) **COMPLETE**
 Welcome announcement (IMP) **MADE**
 Cabin service in cruise **RUN**
 Descent announcement, cart **MADE, STOWED**
 Deboarding (IMP) — files the report **COMPLETE**

AFTER SHUTDOWN

Flight report **FILED (AUTO)**
 Landing grade **REVIEWED**
 Ledger **PAID (AUTO)**

NOTE

Print this page and keep it beside the sim. Checklist complete — welcome to the line.

7.1 CONTACT

Stuck, puzzled, or something looks wrong with the account? Write to **support@skyhubairways.com** — include your callsign or order reference, and you will usually hear back within a day. A human reads it.

7.2 REFERENCES

Table 7.1: Company Documents

DOCUMENT	LOCATION
Terms of sale & refunds	skyhubairways.com/terms
Privacy & data protection	skyhubairways.com/privacy
This manual, latest revision	skyhubairways.com/guide

7.3 LEGAL

SkyHub: Pilot's Dark World is a flight-simulation game with no affiliation to any real-world airline. Its callsign and route network are fictional. All trademarks and logos belong to their respective owners. For flight-simulation purposes only.

7.4 CLOSING

Blue skies — and mind the paperwork.