

# Standard Operating Procedures & Rental Agreement

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| Items with a sidebar have been updated from a previous version of this document.

# Introduction

## **Purpose and Responsibility**

This section sets forth procedures and guidelines regarding the duties and responsibilities of employees, independent contractors, and individuals involved in the rental and flight instruction operations of NorthStar Jet (herein after known as NorthStar Jet or "NSJ"). The following procedures have been instituted to ensure that the use of NorthStar Jet's aircraft and facility will be performed in a manner that is safe and consistent with all applicable Federal, State and Local laws and regulations as well as company standards.

Individuals renting aircraft from NorthStar Jet are required to comply with these procedures. It is the responsibility of NorthStar Jet personnel or contractors to report occurrences of non-compliance to these procedures by renters, as well as accidents or incidents involving Renters, NSJ Aircraft or NSJ equipment on a NSJ Incident Report form. Renter noncompliance to these procedures shall be considered an incident for NSJ reporting purposes and a copy of any incident report relating to or involving a Renter or Student Pilot shall be made a part of the Renter's or Student Pilot's record with NorthStar Jet.

Questions, concerns, and suggestions are welcome and should be addressed to flight department personnel.

## General

Aircraft available for rental will be rented only to those individuals who are properly approved by the FAA or an independent flight instructor authorized by NorthStar Jet in accordance with NSJ policies and practices.

Aircraft may be rented to Renter (defined as Instructor, Pilot taking instruction, Student Pilot taking instruction, and Pilot) and operated by Renter in accordance with applicable Federal, State, or Local laws, regulations, and the procedures of NorthStar Jet.

- Renters will be held financially responsible and liable in the event of any incident/accident resulting in damage or injury to persons or property on the ground, in the aircraft (for passengers Renter may have onboard) and/or for damages to the aircraft. Renter further agrees and understands that Renter's passengers must sign a waiver prior to boarding any NSJ aircraft.
- NorthStar Jet's insurance policy(ies) only covers NorthStar Jet. NorthStar Jet's insurance is not extended to Students/Renter/Renter's passengers in any way unless a NorthStar Jet Flight Instructor is present. Renter is fully responsible in the event should any hull loss or liability occur. NorthStar Jet and/or its insurance company have full rights to subrogate against Renters/Students for any payments it may be required to make on account for any damage or loss arising out of Renters operation of the aircraft.
- This agreement may be updated from time to time and the most recent revision will be electronically available for viewing on the NSJ website at [www.northstarmso.com](http://www.northstarmso.com). If the website should be unavailable, then a hard copy will be made available upon request at the NorthStar Jet's primary business location. By continuing to rent aircraft from NSJ, Renters/ Students will be bound to any updates in this document and that it is the Renter's/Student's responsibility to check the most current revision for changes before each and every rental of any NSJ aircraft.

**NORTHSTAR JET MAY DENY RENTAL OF A NSJ AIRCRAFT TO ANY RENTER FOR ANY REASON WHATSOEVER.**

# Guidelines

These guidelines are to assist all NorthStar Jet personnel, renters, and students to become more aware and knowledgeable of the rules and regulations of NSJ.

- Only the individual renting the aircraft shall fly the aircraft rented. Renter is responsible for full payment of flight.
- Aircraft, equipment, and services provided by NorthStar Jet shall be available and priced in accordance with prevailing rates published by NSJ.
- Renters may not use aircraft to transport livestock.
- NSJ aircraft shall not be rented for cargo transport of any kind. NSJ aircraft shall not be rented or used for any commercial operations.
- Under no circumstance is a Renter renting NSJ aircraft permitted to carry passengers or perform any duties for which that individual receives compensation either directly or indirectly.
- Aircraft may not be used to locate large game animals for the purpose of hunting those animals or providing information to another person for the purpose of hunting those animals under any time frame.

## NorthStar Gate Access

The Hangar 8 lobby is open from 8am-5pm, Monday through Friday, except for holidays. During those hours, students and renters can access the aircraft and pick up the aircraft keys at hangar 8. After hours, on weekends, and holidays the keys must be picked up and returned to the NorthStar front desk at Hangar 1 (The FBO), unless you have made prior arrangements to meet a CFI at Hangar 8. To ensure the safety of everyone entering the airport compound, the company requires everyone who enters to register on the "Sign In Sheet" located at the front desk.

## Scheduling

- All NSJ resources (Aircraft and Instructors) must be scheduled in our on-line scheduling system, Flight Schedule Pro. Reservations can also be made by calling NorthStar Jet.
- Confirm the instructors' availability prior to scheduling.
- If you will be unavoidably delayed longer than your scheduled return time, contact a NorthStar Jet representative as soon as practical to provide notice of your late return.
- Cancellations must be made at least 24 hours in advance. Last minute cancellations or no call/no shows for Renters may be assessed a charge equivalent to the reservation.

## Criteria

NSJ aircraft will be rented only to those individuals who at a minimum meet the following criteria as well as other criteria outlined in this policy:

- A properly executed copy of this Standard Operating Procedure and Rental Agreement.
- A properly executed copy of NorthStar Jet's Waiver of Liability form.
- Possess valid and current US Federal Aviation Administration (FAA) pilot's licenses, including student endorsements.
- Possess valid and current medical certificates in accordance with US Federal Aviation Regulations and other applicable Federal, State, or Local regulations.

# Requirements

## First Time Renters

Each first time Renter, holding a valid and current US FAA pilot's license and medical certificate, must receive a check ride and equipment knowledge review by a NorthStar Jet Flight Instructor.

The NSJ Flight Instructor shall be responsible for assessing the individual's or Renter's ability to operate a NSJ aircraft available for rental and is not permitted to endorse the Aircraft Rental Agreement titled NorthStar Jet Authorizations until the NSJ Flight Instructor's expectations of aircraft handling on the ground and in the air have been satisfactorily met.

## Aircraft Times Required for Rental

Renter or Student Pilot agrees to comply with company policy requiring recurrent training and proficiency checks. Renter agrees to a checkout by a flight instructor associated with NorthStar Jet. Renters are required to have flown within the preceding 90 days in a similar make and model aircraft, if not, a checkout or approval from a NSJ flight instructor is required. The following list is a guideline and may not include all items that will be covered during a checkout.

- C-172, Piper Cherokee Checkout: pre-flight, required documents, weight and balance, performance (pressure/density altitude, takeoff distances, landing distances), pre-flight inspection, passenger briefing, taxiing procedures, normal takeoff, radio communications, collision avoidance, wake turbulence avoidance, emergency procedures, maneuvers (slow flight, power off stalls, power on stalls, steep turns, ground reference, slips), traffic pattern, normal landing, go around, post flight (tie down, discrepancy form).
- Piper Arrow Checkout: pre-flight, required documents, weight and balance, aircraft useful load, limitations, performance (pressure/density altitude, takeoff distances, landing distances), pre-flight inspection, passenger briefing, taxiing procedures, normal takeoff, radio communications, Garmin 430 basic functions, collision avoidance, wake turbulence avoidance, emergency procedures, maneuvers (slow flight, power off stalls, power on stalls, steep turns, ground reference, slips), traffic pattern, normal landing, go around, post flight (tie down, discrepancy form).

*Piper Arrow requires 10 hours in make and model/retractable gear experience. Renters must submit related copies of logbook entries for review by a NorthStar Jet Flight Instructor.*

# Emergency Procedures

In the event that an aircraft is overdue, lost, missing, or its whereabouts otherwise unknown, NorthStar Jet personnel shall institute NSJ Emergency procedures for Overdue Aircraft. A NSJ Aircraft is overdue when it is 30 minutes past scheduled arrival and missing when 1 hour past scheduled arrival.

## Documentation

As applicable, items listed in this section shall be valid and current at all times and must be up-dated concurrent with any renewal of rental term. NorthStar Jet will not permit any NSJ aircraft whatsoever to be rented until such time as it has received confirmation that all NSJ requirements have been met. Each Renter and Student Pilot must have on file with NSJ the following items at a minimum as applicable as defined below:

- A properly executed Aircraft Rental Agreement Packet. Renters must execute the current version of this document, which may change from time to time. Such change will be effective without signing a new agreement. Notification of changes to the rental agreement can be either verbal or via an email.
- An executed Rental Insurance Disclosure Notification Form, which discloses insurance in effect as provided by the Company.
- A valid Certificate of Insurance from the Renter's insurance Carrier if the Renter/Student carries Renter Insurance. This insurance is not required but highly recommended, as Renters/Students are fully responsible for liability and aircraft damage unless a NorthStar Jet Instructor is present.
- An authorization from the flight instructor stating the pilot (Student or Renter) is authorized to fly company aircraft solo. This authorization must indicate type of company aircraft. This endorsement must be documented in Flight Schedule Pro as well as in the Student's/Renter's file.

## Apron Operations

### **Aircraft Moving and Parking**

Only a trained representative of NorthStar Jet is authorized to move aircraft in and out of the NSJ hangars.

Aircraft shutdown shall occur in front of the tiedowns, allowing the aircraft to be pushed back into place; however, students and renters can pull through into the first two tiedown spots (facing south) if available. Students and renters must be aware of their wing clearance from the hangar, and any other aircraft parked on the ramp. If you are not sure you have enough room to safely maneuver the aircraft, shut down in front of the tiedowns and push the aircraft back into place. If the rear tiedowns nearest the hangar are used, the aircraft must be pushed back into place. If a Renter or Student is unable to move the aircraft back into the parking spot, they should contact the front desk or a trained representative of NorthStar Jet for assistance.

When pulling into the first two tiedown spots, avoid taxiing directly over the tiedown ropes. If the ropes are too high off the ground, they could get caught up in the propeller. If able, taxi with the nose wheel to the side of the ropes and if necessary, adjust the aircraft position using the towbar or push back in to place from the front side.

If the aircraft is left unattended for any period of time, the aircraft must be tied down or chocked regardless of the wind conditions.

While in the parked position, aircraft's nose-wheel and rudder should be aligned with the aircraft's longitudinal axis. If the aircraft's nose-wheel is not aligned, please use the tow bar to straighten. If you are unable to straighten the nose-wheel with the tow bar, please notify the front desk or a trained representative of NorthStar Jet for assistance. Under no circumstance should anyone kick the nose-wheel tire in an effort to align.

## **NORTHSTAR JET**

### **Passengers**

All passengers flying in a NSJ aircraft with a Renter must sign a "Voluntary Release of Rights and Waiver Liability" form.

Passenger entry and exit with the aircraft engine running is STRICTLY PROHIBITED. Aircraft must be shut down and parked for passenger entry and exit.

### **Flight Operations**

Each Renter shall pick up aircraft tin and keys for their flight from the front desk in hangar 1 or hangar 8 as applicable. The Renter shall be responsible for the NSJ aircraft at all times from the moment the Renter picks up the keys to the moment the Renter returns the keys to NorthStar Jet. If you are going to leave the plane at NorthStar for any length of time, the keys must be returned to the front desk. Please do not take the tin, or keys with you unless you are going to fly. Aircraft keys must be returned to a NorthStar representative. Please do not leave the keys or tins in Hangar 8 unless there is someone there to receive them. If hangar 8 is unoccupied, or it is after hours, keys must be returned to the front desk at hangar 1. The Renter is required to do a pre and post flight inspection of the aircraft, noting any deficiencies of the aircraft in the aircraft can. Significant discrepancies of airworthiness must be reported immediately to a NSJ representative.

Items noted in the preflight which were not noted by the previous renter will be considered damage caused by the previous renter, where the previous renter may be held accountable and liable for.

### **Flight Plans**

Each individual Renter renting a NSJ aircraft must file a Flight Plan Record with NSJ via Flight Schedule Pro when the aircraft is reserved or at the front desk before checking out the aircraft's can. VFR Flight Plan filing with Flight Service is not required but is highly recommended. At a minimum, the Flight Plan record shall include the following information:

- Type of Flight: VFR or IFR
- Number of Passengers, as applicable
- Routes to be taken
- Stopover airports if applicable
- Estimated flight times

In the event that a NSJ aircraft is overdue, lost, missing, or its whereabouts otherwise unknown, NorthStar Jet personnel shall institute emergency procedures for "Overdue Aircraft" (Listed further down in this document). A NSJ aircraft is overdue when it is 30 minutes past scheduled arrival and missing (missing, lost, or otherwise unknown) when 1 hour past scheduled arrival.

### **SPOT Tracking**

All NorthStar Jet Aircraft are equipped with a SPOT unit for GPS tracking. These units' operation are included in the aircraft checklist and MUST be used for every flight. If a Renter or Student is unfamiliar with the operation of the SPOT Tracker, please see a representative of NorthStar Jet for instructions on use.

### **Cross-country Flights**

All dual and solo cross-country flights over 50 nautical miles must have a filed and opened flight plan with Flight Service. A copy of the filed flight plan must be left with a NorthStar Jet representative on duty.



## **NORTHSTAR JET**

### **Fuel Reimbursement**

All Renters and Students who purchase fuel outside of NorthStar Jet will be reimbursed at the flat rate of \$4.00 per gallon. To receive reimbursement the Renter or Student must submit a fuel receipt upon returning to NorthStar Jet. The total amount reimbursed will then be subtracted from the total cost of the aircraft rental.

### **Overnight Requests**

Any requests to take an Aircraft overnight must be approved in advance with NorthStar Jet. Any NSJ aircraft taken overnight may be charged a minimum flight time of 3 hours per day. This rule is at the discretion of a NorthStar Jet representative and aircraft availability.

### **Unpaved Airport Operations**

Per NorthStar Jet's insurance policy, NO OFF-AIRPORT LANDINGS shall be made unless in the event of an emergency. Per NorthStar Jet's insurance policy, NO TAKEOFFS AND LANDINGS FROM UNPAVED RUNWAYS shall be made unless accompanied by a NorthStar Jet Flight Instructor. This applies to Students AND Renters.

### **Weather**

No individual will be permitted to rent a NorthStar Jet aircraft unless a weather report and forecast has been obtained as required by the FAA for the type of flight to be performed. For flight in IMC conditions under IFR rules, Renters must provide NSJ proof of IFR currency in aircraft make and model. Aircraft are not permitted to be flown into hazardous conditions known or otherwise forecasted.

Renters with less than 75 hours total flight time may not fly with a maximum wind speed of 20 knots; cross wind component of 10 knots. Renters may be exempt if a NorthStar Jet Flight Instructor has given the pilot specific wind training and has given the pilot a logbook endorsement stating specific limitations.

Renters with more than 75 hours total flight time may not fly with a maximum wind speed of 35 knots. Renter must have successfully demonstrated crosswind component per the aircraft's pilot operating handbook or aircraft's flight manual. Renters may be exempt if a NorthStar Jet Flight Instructor has given the pilot specific wind training and has given the pilot logbook endorsement stating specific limitations.

All indications of snow and frost shall be removed completely prior to flight. If there is an indication that snow or frost may accumulate on aircraft overnight, contact a NorthStar Jet representative the night before to ensure that aircraft is properly stored in a NSJ hanger overnight.

Operation of NorthStar Jet aircraft will be limited to temperatures above 0° Fahrenheit unless otherwise authorized by a NorthStar Jet representative.

### **Fuel Requirements**

Rental pilots are required to follow applicable FAA regulations

## NORTHSTAR JET

### Crew Resource Management

The PIC must be prepared to take control of the aircraft at all times. A positive transfer of controls must be instilled in all pilots.

### Aircraft Not Returned to Missoula (KMSO)

In the event a Renter is unable to safely return to the Missoula International Airport (KMSO), the Renter shall ensure that the aircraft is properly secured (locked) and tied down prior to leaving it at another location. The tin and keys shall be returned to the NorthStar Jet front desk with current aircraft times listed. The Renter may be responsible for costs incurred in retrieval and returning of the aircraft to Missoula, including, but not limited to, aircraft rental and Instructor time.

## Student Pilots and Student Renters

A student Renter must comply with all company procedures applicable to Pilot Renters in general as well as the following.

### Introductory Flights

Introductory Flights are for first time flyers to see if they want to become pilots. The standard intro flight experience should consist of a pilot briefing, a preflight of the aircraft, a 30-45 minute flight and then returned for a pattern type entry. All Intro Flight pilots receive a First Flight Certificate. Flight time accrued during an Intro Flight is eligible to be recorded in the Student Pilot's logbook.

### General

Student Pilots shall conform to all applicable FAA Regulations and in accordance with their logbook endorsements.

Student Pilots are responsible for understanding and abiding by their logbook endorsements.

Student Pilots shall not solo without a valid medical certificate, student pilot certificate and the appropriate instructor logbook endorsements. Student Pilots may not solo without having logged a dual flight within the preceding 30 days.

Student Pilots must IMMEDIATELY NOTIFY NORTHSTAR JET of any incident or accident the aircraft may have been involved in. Err on the side disclosure. This includes flat spotting tires, scratching the windscreen or windows, etc.

### Scheduling

Students are encouraged to call the instructor to verbally confirm a schedule made or an addition or change made for the same day.

Cancellations must be made at least 24 hours in advance. Last minute cancellations or no call/no shows for Renters may be assessed a charge equivalent to the reservation.

### Passengers

Instructor approval is required on all training flights where other students, pilots or guests wish to fly in the back seat during training. Under no circumstance is a Student Pilot or Student Renter permitted to carry any individuals or passengers in solo operations or any other operation without a NSJ instructor on board.

### Fuel Requirements

Local flights: land with 45 minutes of fuel on board

Cross-country flights: land with 1 hour of fuel on board

## **NORTHSTAR JET**

### **Flight Conditions**

Solo Student Pilots must have cloud and visibility clearances per logbook endorsement but not less than 3,000-foot ceilings and 7 miles visibility. Wind conditions per logbook endorsement but may not exceed 15 knots total, 7 knot gust spread and 7 knot crosswind component.

Nighttime VMC flights will be done with an instructor as required by the FAA for night flying credit towards the private pilot certificate.

### **Stevensville Airport (32S)**

Stevensville Airport (32S) is within 25 nautical miles from Missoula International Airport (KMSO) and may be used as a practice airport for student pilots.

Student pilots must have a specific logbook endorsement in accordance with FAR 61.93 (b).

Student Pilots shall be instructed to perform a go-around if the landing cannot be accomplished within the first 1/3 of the runway.

Local Stevensville flight restrictions require that a turn to crosswind for runway 30 may commence AFTER a 1 nautical mile upwind - after crossing the Eastside Highway.

Departure procedures shall not interfere with the wildlife refuge located north of Stevensville.

### **Instructor Record Keeping**

The Flight Instructor is responsible for maintaining proper up-to date records for students and renters.

- Flight Instructor is required to obtain all required materials as defined on the checklist cover page of the Aircraft Rental Agreement package.
- All solo flights will be recorded in the Student Pilot logbook. Flight instructor will review student record keeping of these flights.
- Before the Student Pilot performs their first solo flight the flight instructor will record their authorization of solo flight in the Student's file and in Flight Schedule Pro.
- An updated copy of the Student Pilot solo endorsement, as the previous one expires is required to be on file.
- Before the Renter Pilot performs their first rental flight the flight instructor will record their authorization of rental flight in the Renter's file and in Flight Schedule Pro.

## **Aircraft Discrepancies / Maintenance**

All aircraft are deemed airworthy by NSJ unless otherwise noted. However, as Pilot in Command (PIC), should a discrepancy be found or noticed on preflight inspection, the PIC must notify NorthStar Jet personnel. Per FAA recommendations/rules/regulations, no PIC should ever take a flight in an aircraft in which the PIC felt had an airworthiness issue. A discrepancy report may render an aircraft inoperable until signed off by the appropriate authority.

- NSJ aircraft must be maintained in good operating condition at all times. Aircraft discrepancy sheets (located in aircraft cans) must be used to document any problems found on NSJ aircraft.
- Pre and Post flight inspections are required of everyone who acts as PIC and/or renter of an aircraft. NorthStar Jet will start charging renters for repairs required on the aircraft due to negligent or unapproved behavior towards the aircraft. Preflight information may be used for these decisions.
- If an aircraft discrepancy is recorded at an airport other than MSO it is the responsibility of the PIC to notify NorthStar Jet personnel as soon as practical.
- If the discrepancy is not a grounding issue and has been deemed by the NSJ A&P as deferrable, it may be noted on the aircraft as INOP and it will be noted in the aircraft can to make the next renter aware.
- All pilots, students/renters/instructors, are to inform a NorthStar Jet representative when an aircraft is in need of cleaning.
- All yellow discrepancy copies will be kept in the aircraft's can. A representative of NorthStar Jet will discard any yellow copies when needed. White copies of discrepancy sheets will be filed within the Neptune Aviation General Aviation Maintenance Department.

### **Replenishing Aircraft Oil**

By keeping track of oil consumption, we can give maintenance personnel a better idea of how that particular aircraft is performing and if that aircraft is consuming oil at an abnormally high rate. This helps maintenance personnel pinpoint potential discrepancies early on before they become a catastrophic event.

Instructors/ Renters/ Students must notify a trained representative of NorthStar Jet as soon as practical so they may add oil if it is needed. If oil is added, please note the amount on the flight log in the "Oil" column.

### **Flyaway Kits**

Each rental aircraft is supplied with a flyaway kit located in the aircraft's baggage compartment. The kit contains 3 quarts of oil, a funnel, oil absorption pad and paper towels. The flyaway kit should remain in the aircraft at all times and should only be used for cross-country flights. Whenever oil is used from the kit it is the responsibility of the PIC to report the number of quarts they added to a NorthStar Jet representative upon return to Missoula. It is the responsibility of both NSJ Maintenance and Line personnel to replenish any contents missing from the kit. Under no circumstance should any renter, student or instructor leave partially full or empty oil containers in any rental aircraft.

## Procedure Acknowledgment

I, the undersigned, hereby certify that I have read, understand, and agree to abide by the Procedures of NorthStar Jet as set forth in the Standard Operations Procedure Manual and Aircraft Renters Agreement package. I realize that failure to comply with any part of these procedures may invalidate my ability to rent aircraft and render me personally liable for any loss, damage, judgments, or awards resulting from accidents or incidents in which I am involved with or I am the cause of.

\_\_\_\_\_  
Printed Name and Signature of Renter / Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Signature of Parent / Legal Guardian (If under 18)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Printed Name and Position at NorthStar Jet

\_\_\_\_\_  
Date

**\*\*\*This signed page is to be filed in Renters/Students file\*\*\***