

SERVICE USER GUIDE

Since mid-September 2019, the security situation in Haiti has been posing significant challenges to the effective implementation of humanitarian programmes. The precarious security situation is affecting the resiliency of both the public and private sectors supply chain capacity to provide essential services.

There is a critical need for supply chain intervention to overcome these challenges and enable critical access to increasing humanitarian needs. WFP, as the lead of the United Nations Humanitarian Air Service (UNHAS) arranged for the provision of air transport capacity for both passengers and cargo, that will be made available to support the humanitarian and development community in implementing their programmes.

AIR ASSETS

UNHAS Haiti has one Mi-8AMT helicopter based in Port-au-Prince. Locations served will be determined according to the actual needs of the humanitarian and development community.

CONTACT DETAILS

- Booking and registration queries Haiti.unhas@wfp.org
- Mr. Mattia Bugatto (Chief Air Transport Officer); mattia.bugatto@wfp.org
- Ms. Alice Muchera (Air Transport Officer); alice.muchera@wfp.org

Please follow the procedures below to access UNHAS service

REGISTERING TO UNHAS HAITI

UNHAS requires all potential users to register for the service following the below procedures:

- The requesting user organization must be recognized by the Haiti United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in order to be eligible to use UNHAS service.
- Following OCHA's endorsement, the requesting user will submit the following information to Haiti.unhas@wfp.org:
 - o Organization Signatory Introduction Form
 - o Financial Conditions for the Provision of Air Transportation Services
- And read the Annex 4 – UNHAS Standard Terms and Conditions of Service, to which the user automatically agrees with the submission of Annex 9.

UNHAS will review the documents and if the requesting user meets all the requirements, UNHAS will create an account. **Creating an account takes up to five (5) working days.**

All form needs to be filled in and sent to Haiti.unhas@wfp.org
Please note that the form needs to be signed and stamped by the Agency and sent in PDF format. **Pictures will not be accepted.**

REGISTERING A BOOKING FOCAL POINT

- Each agency can designate up to three Focal Point (FPs) for making bookings with UNHAS, through the Organization Signatory Introduction Form.
- In order to streamline communication, registered FPs will be the only point of contact for making bookings with UNHAS, receiving flight schedule, manifest and specific flight notification information.
- **Please note, that bookings made by passengers will not be accepted.**

SUBMITTING PASSENGER/CARGO BOOKING REQUEST

- Based on the flight schedule please send the passenger and/or cargo booking form to Haiti.unhas@wfp.org. Nationality, passport (or ID) number and organization ID are required on the booking form.
- The Passenger Booking Form must bear the official stamp of the organization, be signed by the authorized person and sent on PDF format.
- Supplying the full e-mail address of the passenger in clear typed format on the booking form ensures the passenger will receive a copy of the ticket to his/her direct e-mail along with the FP.
- UNHAS will confirm receipt of the booking requests by email as soon as possible. Please note that booking receipt does not guarantee access to flight at this stage.

BOOKINGS ARE TO BE RECEIVED BY UNHAS NO LATER THAN 48 HOURS BEFORE THE REQUESTED FLIGHT DATE

FLIGHT CONFIRMATION

- Passenger and cargo E-Tickets will be distributed to registered Focal Points by **14:00 the day before the flight.**
- Only receipt of an E-Ticket means the passenger has been confirmed a seat on the flight.

Assign
bookings
Focal Point

Submit
booking form
to UNHAS

Receive
confirmation
of receipt

Receive
E-Ticket

- The E-Ticket contains the scheduled times of departure and arrival of the flight and relevant terminal information.
- If the email address of the passenger was included on the booking form, he/she should receive his/her E-Ticket in addition to the Focal Point as well.
- If you or your FP made a booking but he/she hasn't received the E-Ticket(s) yet by 16:00 the day before the flight, please contact respective UNHAS officers for clarification.

YOUR UNHAS FLIGHT

- Passengers shall follow specific Terminal and Check-in Instructions shared by UNHAS.
- It is advisable that Passengers are to be at the check-in area on time, to be able to compensate for any unforeseen irregularities or checks.
- Show your E-Ticket and Passport as well as a valid Organization Photo ID and check-in.
- Due to operational restrictions, maximum baggage allowance is 15 kg. Any excess luggage may be accommodated subject to space availability.

Check-in
with
eTicket

Please contact UNHAS for a specific guidance associated with services not outlined in this guide, i.e. medevac, dedicated flights etc.