SERVICE USER GUIDE

To make use of the UNHAS service in Nigeria, please follow the steps in this guide. This information and associated forms can also be downloaded from the Logistics Cluster website (LINK).

Thanks to the generosity of our donors, UNHAS Nigeria is a fully funded service and free of charge for the movement by air of Personnel and Cargo of the Humanitarian Community in Nigeria.

Passenger Service

Registering a Passenger Booking Focal Point

- Decide who within your organization will be the designated Focal Point for making bookings with UNHAS.
- Fill in and return a Focal Point Designation Form, sample attached, to UNHAS.Nigeria@wfp.org.

Note: The registered Focal Point will be the only point of contact able to make bookings with UNHAS. Individual passengers will not be able to book directly with UNHAS but must refer to their organization’s Focal Point to make a booking on their behalf.

Submitting a booking

- Fill in the Passenger booking form clearly, ensuring that the intended travel sector matches the communicated UNHAS Weekly Schedule.
- Signed and stamped booking forms are to be submitted by Focal Point to UNHAS.Nigeria@wfp.org no later than 12:00hrs the day before the flight.
- UNHAS will confirm receipt of the booking request by email.
- Please ensure that the passengers contact number is included on the booking form to enable UNHAS to contact them directly should it be required.
Feedback from UNHAS

- E-Tickets will be sent out to the Focal Point who submitted the booking by 17:00 local time the day before the flight. Receipt of an E-Ticket means the passenger has a confirmed seat on the requested flight.
- The E-Ticket contains the scheduled times of departure and arrival of the flight. These may differ from the published schedule due to operational reasons.
- If the email address of the passenger was also included on the booking form, he/she should receive their E-Ticket in addition to the Focal Point.
- If you or your FP made a booking but he/she hasn’t received the E-Ticket(s) by 19:00 the day before the flight, please contact UNHAS Nigeria to check the status of the booking on +234(0)7089983945.

Your UNHAS Flight

- On the day of your flight please go to the Private Charter VIP Flight terminal at Abuja Airport no later than 60 minutes before the scheduled departure time.
- It is advisable that Passengers arrive in good time in order to compensate for any unforeseen irregularities or checks.
- Show your E-Ticket as well as a valid Organization Photo ID at check-in.
- Passengers are allowed 20kg of checked in luggage and 5kg of hand luggage.
- If you wish to carry additional luggage, please book it as cargo as per below guidance.

Medical Evacuation (MEDEVAC) Flights

- UNHAS services are available to transport Humanitarian Aid Staff only, between field locations and to Abuja, should they require medical services or attention.
- Medevac flights are to be requested using Dedicated Flight Request Form and sent to UNHAS.Nigeria@wfp.org followed by a telephone call to +234(0)9092924621 and/or +234(0)7089983945.
- The UNHAS Aircraft is not ambulance equipped, and will not be able to relocate medical cases requiring life support during the flight.
- The requesting Agency are to ensure that the staff member being relocated is issued with a fit for flight certificate at the point of origin by a medical doctor.
- Medical care takers may be required to accompany the staff member during the flight, this will be subject to the Pilot in Command’s assessment of the case prior to departure.
- The medical doctor and Pilot in Command will have the final decision on the fitness for flight of the staff member requiring the relocation.
Cargo Service

Submitting a request:

- UNHAS aircraft are not equipped for the transportation of large, heavy cargo or the carriage of dangerous goods.
- Cargo dimensions are not to exceed 50 cm length x 50 width x 50 height and 25 kg per piece
- Cargo is not to exceed 200kg per request.
- The Agency designated focal point is to fill, sign and stamp the Cargo Movement Request form and submit it to UNHAS.Nigeria@wfp.org no less than 24 hours prior to the intended flight
- Please ensure that items of cargo are correctly and securely packaged & labelled with the contact details of the cargo consignor/consignee. Also, ensure that the requested legs correspond to the communicated Weekly UNHAS flight schedule.
- Dangerous Goods are not to be carried on board UNHAS aircraft. Please contact UNHAS directly for clarifications regarding the suitability of cargo for air transport.

*Note: Passengers and their baggage will be given preference over cargo on UNHAS flights. Cargo will be airlifted on a space available basis.*

Confirmation of cargo requests:

- UNHAS will contact the Focal Point with information regarding the scheduled airlift and delivery instructions will be sent via email.