

UNHAS Nigeria step-by-step User Guide (fixed-wing)

The United Nations Humanitarian Air Service in Nigeria provides safe and efficient air transport to all approved humanitarian organisations operating in support of the crisis in Northern Nigeria. To make use of the UNHAS service in Nigeria and book a flight, please follow the below steps. Click [here](#) to access the Logistics Sector website for all related information.

Registration

The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) is responsible for the validation of all organizations wishing to utilize UNHAS services in Nigeria. Requests are to be addressed to Mr. Vincent Omuga, Deputy Head of Office, OCHA Nigeria at omuga@un.org.

Decide on UNHAS
Focal Point

When OCHA validation has been communicated to UNHAS Nigeria, the organisation can then register with UNHAS by completing the [Focal Point Assignment Form](#), which must be signed and stamped by the organisation's Country Director.

Assigning a Focal Point

- 1) Decide who within the organization will be the designated [Focal Point \(FP\)](#) and alternate(s) for making bookings with UNHAS. Registered FPs will be the only point of contact for making bookings with UNHAS Nigeria. Bookings requested by individual passengers will not be accepted. The FP will receive flight schedules, manifests and tickets when issued in addition to any updates on delays, cancellations, etc.
- 2) Communicate FP's full contact details on a completed [Focal Point Assignment Form](#) to unhas.nigeria@wfp.org. This must be signed and stamped by the organisation's Country Director.
- 3) Please ensure any amendments to the designated FPs are communicated to UNHAS as soon as possible, with a new FP Form detailing all the names/email addresses that need to be included when communicating with UNHAS.

Decide on UNHAS
Focal Point

Submitting a Booking via EMAIL

- 1) Based on the [flight schedule](#), please send all [Passenger Booking Form\(s\)](#), [Multiple Passenger Booking Form](#) or [Cargo Booking Form\(s\)](#) to unhas.nigeria@wfp.org. Nationality, passport (or ID) number, organisation ID and passenger contact numbers are required on passenger booking forms. A full description and accurate weight and dimensions of any cargo, in addition to the point of contact responsible for the collection of the cargo at its destination, must be provided. All Booking Forms must bear the official stamp of the organization and be signed by the authorized focal point;
- 2) 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;
- 3) As soon as possible, you will receive confirmation of receipt of the booking. This means UNHAS has received the booking and the booking has been processed in the system¹.

Get booking forms
from Log Cluster
Website

Submit booking
form to UNHAS

BOOKING DEADLINE IS 12:00 PM ONE WORKING DAY BEFORE THE FLIGHT

¹ Confirmation of receipt does not mean the passenger has been confirmed a seat on the flight. If UNHAS receives more bookings than seats are available, a first-come first-serve prioritization system will be used. In the event that passenger demand exceeds UNHAS capacity, agencies will be offered a maximum of 4 passengers per flight. UNHAS will notify organisations focal points as soon as possible should this situation occur.

Submitting a Booking via ONLINE BOOKING PLATFORM

- 1) Based on the [flight schedule](#), all requests for passenger travel must be made to [UNHAS online booking system](#), by a passenger or by the Focal Point, no later than one (1.5) working days, but not earlier than 90 days, in advance of the intended date of flight. Nationality, passport (or ID) number, organization ID and passenger contact numbers are required when completing an online booking;
- 2) If the booking is done by the passenger himself/herself, it is sole responsibility of the individual to inform his/her Focal Point for the approval of the booking;
- 3) Once the booking is completed/approved, emails added to the system will receive confirmation of receipt of the booking. This means UNHAS has received the booking and that the booking has been processed in the system;
- 4) Supplying the full e-mail address of the passenger and the focal point in clear typed format on the online platform ensures the passenger will receive a copy of the ticket to his/her direct e-mail along with the FP;
- 5) Appropriate tickets are sent one (1) day prior to the date of travel by 12:00hrs. Tickets are valid only for the named person and cannot be exchanged or traded².

Do the bookings
online

Confirmation of Travel

- 1) The day before the flight, by 12:00 PM, E-Tickets confirming travel for both passengers and cargo will be sent out to the emails which were added when the online booking was done. Receipt of an E-Ticket means the passenger/ cargo has been confirmed on the flight;
- 2) If the FP has made a booking and the passenger hasn't received the E-Ticket by 15:00 the day before the flight, please contact UNHAS Nigeria as soon as possible at unhas.nigeria@wfp.org or **+234 (0) 708 998 3945** either directly or through the FP.

Receive E-Ticket

Your Flight

- 1) Proceed to the check-in area at your airport of departure 1 hour before the scheduled time of departure or as communicated on your ticket;
- 2) E-Tickets as well as agency photo ID and/or passport or valid picture ID must be produced for identity verification purposes;
- 3) Passengers are permitted to carry a maximum of 20kgs of checked-in luggage and 5kgs of carry-on luggage. Excess luggage is accepted on a space availability basis only. Excess luggage must be booked in advance using the [Cargo Movement Request Form](#) and tickets for this will be sent one day in advance, along with the passenger's ticket;
- 4) Please note, check-in closes 30 minutes after the check-in time stated on your ticket. Passengers not present for check in at this time will be presumed no-show, their seats will be forfeit and standby passengers loaded in their place.

Check-in at airport
1 hour prior to the
flight

Check in with E-
ticket

² Confirmation of receipt does not mean the passenger has been confirmed a seat on the flight. If UNHAS receives more bookings than seats are available, a first-come first-serve prioritization system will be used. In the event that passenger demand exceeds UNHAS capacity, agencies will be offered a maximum of 4 passengers per flight. UNHAS will notify organisations focal points as soon as possible should this situation occur.

Points of Note

- 1) Check-in at every location closes 30 minutes after the check-in time stated on the ticket. Passengers and cargo arriving after this time will be regarded as no-show and standby passengers loaded in their place;
- 2) All items of cargo must be clearly marked and labelled with the contact details of the person responsible for collection at the final destination. There is no facility to store uncollected cargo at any location;
- 3) Dangerous Goods are not permitted to be carried on UNHAS aircraft. Please contact UNHAS Nigeria for advice regarding the regulations concerning the carriage of Dangerous Goods;
- 4) All items of cargo/unaccompanied baggage may be subject to inspection prior to loading;
- 5) Representatives of the organization receiving cargo must be at the airport prior to aircraft arrival;
- 6) The carriage of weapons on any UNHAS flight is strictly prohibited;
- 7) In order to provide the best service possible, please ensure that UNHAS is notified as soon as possible in the event that a passenger or cargo booking is no longer required.