

UNHAS Nigeria step-by-step User Guide (rotary-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/ Movement Request

- 1) UNHAS Nigeria serves 11 ad-hoc Helicopter locations within Borno state as per our latest [Helicopter Locations Map](#);
- 2) All requests for passenger travel for the upcoming week must be made to UNHAS no later than 12:00 on the Saturday prior to the intended date of travel, utilising an [UNHAS Helicopter Passenger Request Form](#), and shall be sent electronically to [UNHAS Nigeria Helicopter Team](#).
- 3) Telephone bookings will not be accepted;
- 4) Amendments to bookings by telephone will not be accepted;
- 5) Amendments of plans/names are accepted up to one day prior to the flight by 15:00. Amendments need to be submitted by sending an updated version of the [UNHAS Helicopter Passenger Request Form](#);

Get helicopter
booking forms
from Log Cluster
Website

- 6) Flight timings are subject to change. This is due to the fact that UNHAS optimizes helicopter routings for maximum effectiveness and efficiency in addition to mitigating against changes in the security situation in the north-east;
- 7) Passenger cancellations must be communicated in writing to [UNHAS Nigeria Helicopter Team](#) by the User Focal Point indicating the passengers full name, destination and intended date of travel, no later than 12:00 the day before the travel date, any cancellation after that will be considered as a No Show and reported as such;
- 8) UNHAS does not swap passengers as the service is operated on a “First come – First served” basis. Cancellation of passengers does not entitle the agency to replace the passenger with another. New bookings will be served using the same first come, first served rule, subject to seat availability;
- 9) Communication regarding bookings, changes and/or cancellations are only communicated via the focal point, direct requests/changes from passengers will not be considered.

Submit booking form to UNHAS

Submitting a Helicopter Cargo Movement Request

- 1) All requests to airlift cargo (including excess baggage and mail) for the upcoming week must be made to UNHAS no later than 12:00 on the Saturday prior to the intended date of travel, utilising a Cargo Movement Request Form, and shall be sent electronically to [UNHAS Nigeria Helicopter Team](#);
- 2) [Cargo Movement Request Forms](#) must be duly completed, signed and stamped by a designated/authorized officer (Focal Point) of the requesting agency;
- 3) UNHAS will inform the timings for the cargo departure by 17:00hrs one (1) day prior to the date of travel in order to enable the User Agency & [Premiere Urgence Internationale](#) (PIU) to arrange the delivery/collection of cargo;
- 4) Only cargo booked and confirmed via the [Cargo Movement Request Form](#) will be accepted. Cargo not conforming to the description, weight, and dimensions detailed on the CMR, will not be accepted. Poorly packaged or poorly labelled cargo will not be transported;
- 5) The proper packing and labelling of cargo is the responsibility of the consignor (shipper). All cargo is subject to inspection by UNHAS staff to ensure compliance with the ICAO standards governing the safe transport of dangerous goods by air;
- 6) All confirmed helicopter cargo will be collected by the Logistic Sector contractor, [Premiere Urgence Internationale](#), and is to be delivered to Maiduguri Airport not later than one (1) hour before the manifested departure time or as previously arranged with UNHAS.

Get cargo movement request form from Log Cluster Website

Contact PIU for the cargo pick up

Confirmation of Travel

- 1) Focal Points will receive confirmation of receipt of the booking, and UNHAS will communicate any changes or amendments that may be required to better utilize the helicopter capacity. Once the [UNHAS Helicopter Passenger Request Form](#) is finalized and confirmed from both sides, this can be regarded as confirmation that the booking has been processed in the system;
- 2) Timings for helicopter missions are sent to User Focal Points by 17:00hrs the day prior to the date of travel. It is the sole responsibility of User Focal Points to distribute the timings within their respective organisations;

Receive Movements Timings

- 3) If, for any reason, the Focal Point has not received mission timings by 17:00hrs the day before the flight, please contact UNHAS Nigeria Helicopter team as soon as possible at [UNHAS Nigeria Helicopter Team](#) or **+234 (0) 812 758 9976**.

Your Flight

- 1) Proceed to the check-in area at your airport/ landing zone of departure 30 minutes before the scheduled time of departure or as communicated on the mission plan;
- 2) A valid agency photo ID and/or a valid picture ID plus a Letter of Introduction from the organisation if the passenger does not have an agency ID, must be produced for identity verification purposes;
- 3) Passengers are permitted to carry a maximum of 15kgs 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 timings for this will be sent one day in advance, along with the mission plan;
- 4) Please note, check-in times are strict and must be respected. 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
30 minutes prior
to the flight

Check in with ID/
Letter of
Introduction

Points of Note

- 1) Check-in at every location closes 30 minutes after the check-in time stated on the Mission Plan. Passengers or 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 at all locations;
- 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.