UNHAS Nigeria Users Step-by-Step Instructions

The United Nations Humanitarian Air Service in Nigeria provides safe and efficient air transport to the staff of 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 for all Logistics Cluster 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. All requests are to be addressed to Mr. Vincent Omuga, Deputy Head of Office, OCHA Nigeria at omuga@un.org.

When OCHA validation has been communicated to UNHAS Nigeria, your organization can be registered with UNHAS using the focal point registration form, which must be signed and stamped by the Country Director.

Assigning a Focal Point

1) Decide who within your 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 made by passengers will not be accepted. The FP will be receiving flight schedules, manifests and tickets.

2) Send the FP’s full contact details including a completed FP assignment form to unhas.nigeria@wfp.org to register as an FP. The form needs to be signed and stamped with the organisation stamp.

3) Please ensure any changes to the FP are communicated to UNHAS as soon as possible.

Submitting a Booking

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, organization 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.

BOOKING DEADLINE IS 12:00 PM ONE WORKING DAY BEFORE THE FLIGHT
Working days are Monday to Saturday

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 users as soon as possible if this situation occurs.
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 FP’s who submitted the bookings (if passenger email address was included on the form, he/she will also receive the ticket). 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.

Your Flight

1) Proceed to the check-in area at the airport of your 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 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 booked in advance using the Cargo Movement Request Form and tickets will be sent one day in advance with the passenger ticket.

4) Please note, Check-in closes 30 minutes after the check-in time stated on your ticket.

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.

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.

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) Items of cargo may be subject to inspection prior to loading.

5) Representatives of the organization receiving cargo must be at the airport prior to aircraft arrival. Storage of cargo is not available.

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.