



UNHAS
Humanitarian Air Service

UNHAS Memorandum No 2017-11-09

To: All UNHAS Users

Re: Late Requests and Booking Deadlines

This memo serves to remind Users that Booking Requests submitted beyond the published booking deadlines are considered late.

On-line bookings made beyond established deadlines are automatically cancelled from the booking system. Facilitation of a late request may be considered for process on submission of a manual “paper” booking sent through e-mail to unhas.southsudan@wfp.org or made directly to UNHAS Office.

A late booking request submitted with justification, may be processed if space/seats are available on a requested route and only if obligatory processes permit.

In accordance with UNHAS procedures, passengers and light cargo must be booked 2 working days prior to the date of expected flight and are facilitated on a first-come, first-served basis.

Please refer to the current UNHAS Flight Schedule, which details the stipulated deadlines for bookings and cancellations.

Emergency requests, i.e. security relocations and medical evacuations remain UNHAS priority and will be facilitated and managed accordingly. Processes are detailed in the UNHAS Standard Administrative Operating Procedures.

With reference to all mentioned above, please ensure:

1. bookings are made/submitted on-time for process.
2. that prior to submission of a late booking, the need and ability to book the next scheduled date are reviewed.

UNHAS can properly support bookings submitted on time; therefore, requests your agency/organisation to ensure an in-house process to support.

Please refer to the UNHAS Standard Administrative Operating Procedures and Flight Schedule for further details.

With regards,

UNHAS Management
Juba, South Sudan