**Procedures and Guideline for Booking Flights**

**Booking and Cancellation Deadlines:**

The flight permit request needs to be submitted to approving authorities three working days before the date of the flight. Due to the substantial time and effort that goes into the preparation of the flight permit documents, UNHAS requires an additional working day; Hence, the deadline for the flight request is **four working days before the date of the flight** while the deadline for Cancellation is **three working days before the date of the flight**, i.e. with two weekend days in between:

- The flight to/from Mekelle is every Tuesday and Thursday
- The deadline for flight request for the flight on Tuesdays will be COB on Tuesday the week before.
- The deadline for flight request for the flight on Thursdays will be COB on Thursday the week before.
- If there is any UN Holiday/s celebrated or observed before the date of the flight, the deadline will be adjusted by pushing the day a working day/s preceding the given deadlines above.
- The deadline for flight cancellation request for the flight on Tuesdays will be COB on Wednesday the week before.
- The deadline for flight cancellation request for the flight on Thursdays will be COB on Friday the week before.
- If there is any UN Holiday/s celebrated or observed before the date of the flight, the deadline for cancellation will be adjusted by pushing the cancellation day a working day/s preceding the given deadlines above.

- Booking and travel documents for Mekelle should be sent to UNHAS.Ethiopia@wfp.org CC: Addis.Alemayehu@wfp.org; eleshaday.girma@wfp.org; Wondesen.Assefa@wfp.org; aregay.gebremichael@wfp.org; rahel.teklay@wfp.org
- Booking for Melkadida should be sent to UNHAS.Ethiopia@wfp.org CC girum.bisrat@wfp.org; robel.berhane@wfp.org

**Documentations:**

The below documents are required for flight booking.

- **For UN staff Ethiopian nationals:** National and work ID
- **For UN international staff:** passport copy, MOFA and work ID
- **For INGO/NNGO staff Ethiopian nationals:** National ID/Passport, work ID and mission letter
- **For INGO/NNGO international staff:** passport copy, Resident ID, work ID and mission letter
- **All MOFA Diplomatic ID holder Passengers** (Donor, Diplomatic mission, UN and INGO) wishing to travel to/from Mekelle must first obtain a clearance from MOFA before booking their flights with UNHAS
- **Booking request sent without one of the above documents will not be accepted.**
Please note all the required documents must be sent as per below instruction to be accepted:

- current (unexpired),
- Visibly scanned and legible.
- A clear date of issuance and expiry (if the organization ID has no expire date support letter mentioning the contract end date of the traveling staff should be submitted)
- Clearly visible issuing Authority
- Clearly visible stamp of the issuing Authority
- To be scanned both the front and back in one page

Booking document needs be sent each time a booking is made even though same documents for the same passenger may have been sent on another occasion.

Document submitted after the deadline will be considered as late booking.

**Extra Luggage Requests:**

- On the passenger flight to/from Mekelle, UNHAS accepts Humanitarian light cargo/Excess luggage requests subject to space availability.
- Due to aircraft configuration and performance, the maximum allowance for passenger luggage is 25kg (5kg cabin baggage and 20 check-in baggage)
- The Agency and the accompanying passenger/s will take all the responsibility arising from issues related to the documentation and all necessary clearances or lack thereof.
- Excess luggage must be booked within the same deadlines as passenger bookings using the Cargo Form. In the event that the volume or weight of cargo limits carriage of pre-booked excess luggage, users are required to make their own arrangements for transportation on the next available flight to be determined by UNHAS. UNHAS does not provide storage, handling, or transportation services.
- Passengers carrying more than the maximum allowance without booking excess luggage, will be accepted subject to space availability, and will be requested to fill UNHAS Excess/Cargo Form at the Check-in Counter.
- Excess luggage is calculated 2USD/KG and the payment request will be issued at the end of each month.
- Excess luggage is accepted on first come first served bases.

**Ticket Recipient List:**

- While booking online, User organization booking Focal Points need to enter all email addresses that are required to receive the ticket. Recipient emails need to be separated by a semi-colon (;)