

Annex 6 to UNHAS Nigeria SAOP

**UNHAS Fixed-Wing Operation
Partial Cost Recovery Procedures**

1. General

In principle, the United Nations Humanitarian Air Service is a free of charge service provided for the humanitarian community in Nigeria and is funded through donor contribution mechanisms. Since donor funding is insufficient to meet total project requirements, a nominal administration fee is charged to those organisations utilising the service. This is known as a partial cost recovery system. The instigation of a partial cost recovery system in Nigeria will affect only the UNHAS fixed-wing operation.

All processes and procedures pertaining to the rotary-wing operation will remain unchanged.

2. Eligibility

UNHAS services are intended for the use of the humanitarian community engaged in relief operations and operating with the agreement of the Government of Nigeria. The United Nations Office for the Coordination of the Humanitarian Affairs (UNOCHA) is responsible for the verification and registration of those organisations and NGOs eligible to utilise UNHAS services.

3. User Registration

UNHAS will only accept requests for bookings on UNHAS flights from registered users. The registration procedures for new users shall remain unchanged.

Communication between UNHAS and user agencies will be through the agency's UNHAS focal point(s). It is the responsibility of UNHAS focal points to communicate all information received from UNHAS, such as timing changes, cancellations and changes to bookings, relating to the travel of their personnel and vice-versa. The agency must complete a new Customer Contact Information Form to notify UNHAS of changes to authorised focal points.

4. Opening a Customer Account

Every organisation wishing to utilise UNHAS services must first be registered with UNOCHA. The agency/NGO must submit the following to UNHAS prior to being able to make a booking:

- a) A signed and stamped Customer Contact Information Form
- b) A signed and stamped UNHAS Financial Conditions Form

Upon receipt of the above documents, UNHAS will create a customer account for the agency. With the exception of 'Special Flights', all transactions with the agency shall be processed through this account. The customer account number generated by the WFP Enterprise Resource Planning (ERP) system is a unique identification number and no two agencies can have the same number.

5. Advance Deposit and Account Management

Each registered agency wishing to utilise UNHAS fixed-wing services will be required to deposit an amount of **\$1000** (payable in either USD or NGN at the UN operational exchange rate)¹ to allow the agency to book passengers on UNHAS fixed-wing flights.

This deposit is to be made in advance and shall be used to cover passenger bookings for subsequent travel. The administration fee for travel to any scheduled fixed-wing destination will be **\$90** (deducted at time of booking in USD) per passenger.

The minimum balance to be maintained on any customer account at any time is \$400. In the event that this limit is reached, no further bookings will be permitted on fixed-wing flights.

The deposit shall be paid by bank transfer to the WFP bank accounts at Standard Chartered Bank (details below), and a copy of the payment should be communicated to UNHAS Finance to allow the updating of the agency account and issuance of an official receipt. Cash payments are not permitted.

 STANDARD CHARTERED BANK Plot 374, Adetokunbo Ademola Cres, Wuse II, Abuja, Nigeria	
BANK IDENTIFICATION DETAILS Account Name : WORLD FOOD PROGRAMME	
Account Number: 0002387947 Account Currency: NGN (Nigerian Naira)	Account Number: 0002387954 Account Currency: USD (US Dollars)
 STANDARD CHARTERED BANK Plot 374, Adetokunbo Ademola Cres, Wuse II, Abuja, Nigeria	
BANK IDENTIFICATION DETAILS Account Name : WORLD FOOD PROGRAMME	
Account Number: 0002387947 Account Currency: NGN (Nigerian Naira)	Account Number: 0002387954 Account Currency: USD (US Dollars)

6. Bookings Made on Customer Accounts

There will be no change to the procedures with regard to the physical booking of passengers and cargo. Customer focal points should take note that the booking reference number generated at the time of booking as this will appear in the monthly customer statement and can be used to verify the accuracy of charges to the account.

7. Customer Statements

UNHAS Finance will issue a monthly customer statement to each agency detailing staff that have travelled or been recorded as 'No-Show' and the balance of the account. UNHAS will also provide interim customer statements with an updated status of account upon request.

The agency must replenish their customer account to ensure it remains in credit. Any agency whose advance in the customer account falls below the minimum threshold will be denied access to fixed-wing flight services and their account will be frozen until a replenishment to the account is made.

8. Cancellations and Refunds

In accordance with UNHAS SAOPs, cancellations or changes to bookings shall be accepted within the prescribed period (no later than 15:00hrs on the day preceding the date of flight) at no charge. Any cancellations after this time will be considered as 'NO-SHOW' and no refund of

booking fee will be made to the customer account. Cancellations may only be communicated by email and not by phone.

9. No-Show Charges

All passengers who fail to check-in for their booked flight will be recorded as 'No-Show' and will be charged the full fee. 'No Show' passengers will be included in the monthly statement.

10. Cargo/Excess Baggage

In accordance with UNHAS SAOPs, items of cargo and excess baggage over the prescribed limit of 20kgs per passenger will only be transported if booked and on a strict space available basis. No booking fee will be charged for items of cargo.

11. 'Special' Charter Flights

UNHAS shall endeavour to perform special flights outside the published schedule upon request and on a full cost recovery basis, subject to aircraft availability. With the exception of emergency cases, charter costs are payable in advance.

12. Discrepancies/Dispute Resolution

Any discrepancies or disputes should be communicated to UNHAS Nigeria (contacts listed at Annex 1). Disputes relating to account statements or bookings should be raised no later than 30 days from the date of issue of the statement.

13. Customer Account Closure and Refunds

Should a customer no longer require UNHAS services and wish to close their account, this may be done in writing to UNHAS Nigeria. The written notification must include details of any remaining balances on the account that the customer wishes to have reimbursed, as well as the full banking details of the account to which such refunds will be credited. Please note that the account closure and final reimbursement process will take approximately 14 working days.

Annex 1

UNHAS Nigeria Contact List

All fixed-wing reservations MUST be made by email through the following address:

UNHAS.nigeria@wfp.org

UNHAS Nigeria Fixed-Wing Operations

Fixed-Wing Duty Number: +234(0)7089983945

Sangara Murthy: +234(0)9070264741

sangara.murthy@wfp.org

Mohammad Gendoo: +234(0)9070348287

mohammad.gendoo@wfp.org

UNHAS Nigeria Rotary-Wing Operations

RW Duty Number: +234(0)8127589976

Maie Sahoury: +234(0)9076649903

maie.sahoury@wfp.org

Betim Bekteshi: +234(0)9070800023

betim.bekteshi@wfp.org

Oleg Kopytsia: +234(0)9070348255

oleg.kopytsia@wfp.org

Cesar Rodriguez: +234(0)9070348271

UNHAS Nigeria Finance:

Jimmy Ikpaisong: +234(0)9070251505

imoh.ikpaisong@wfp.org