

## **MAF Uganda TRAVEL Information** Revised 2<sup>nd</sup> May 2022

1. Check-in times on your e-ticket are **ESTIMATES** only. Please call the office for your check-in time on **+256 (0)312 FLY MAF**, that's + 256 (0) 312 359 **OPTION 1 after 4pm on the day before you fly**. Passengers will be expected to be at the check in desk / meeting point no later than the listed times.

You may also use our **flight ETA web link**: <https://etauga.mafint.org/> . Please have your booking number handy to make use of this feature (e.g. BUG118160).

*Additionally we have started an **SMS notification service**. Passengers, please let us have your **local contact telephone number**. You can receive an SMS notification of your check in time the day before your flight.*

**Typical check-in times (\*)** for our shuttle flights are:

<b>Shuttle To / From</b>	<b>Check-in Location</b>	<b>Check-in OPENS</b>	<b>Check-in CLOSES</b>
All shuttles	Kajjansi	07.00 am	07.30 am

**Please note that we cannot accept passengers after the check-in closes, as this will delay our flights.**

(\*) times are subject to change. Please call our office for the actual check-in times

2. Passengers boarding flights at **upcountry airfields** can obtain an updated estimated time of arrival ('ETA') for our aircraft after 4pm the day before the flight (+256 (0)312 FLY MAF, that's + 256 (0) 312 359 623). You may also use the web link as above, and if you provide us with a local contact number, we can also send you an automated SMS reminder. We would ask that you reconfirm departure times after 8:30 am the day of the flight, as times may be slightly different depending on actual departure times, weather delays, etc.
3. At all main airfields please make sure you leave enough time (min 30mins) for the security and check-in procedures. Passengers must be at the meeting point / Check-in, at the agreed time or they will be considered "No shows" and the flight will leave without them. The planes will not wait for passengers that are arriving beyond check-in times. See details below for cancellations.
4. ALL VISAS TO CONGO AND SOUTH SUDAN MUST BE OBTAINED BEFORE FLIGHT. Flights to Bunia (and other **D.R. Congo destinations**) require a Visa to be obtained in **the passenger's home country of residence** before travelling Passengers are responsible to come with appropriate documentation for international travel and those passengers who do not carry necessary documentation will not be able to fly due to international regulations. For all international destinations passengers are required to obtain the appropriate international travel documentation. (**Note**: Documentation includes appropriate Visa's, Vaccination records (for Yellow Fever, etc...), and any other applicable documents as required by the destination country

5. TOTAL LUGGAGE ALLOWANCE in Kilograms (includes both checked and carry-on baggage)

To / From	Included in fare	Pre-booked Excess	Un-booked Excess
Uganda	15 kg	\$2 per kg	\$4 per kg
South Sudan	20 kg	\$3 per kg	\$5 per kg
DRC	20 kg	\$1.50 per kg	\$3 per kg
Other locations	15 kg	\$2 per kg	\$4 per kg

Additional luggage may be PREBOOKED at the rates above, and once confirmed, will be catered for on the flight. **Excess baggage that has not been pre-booked** will be charged as UNBOOKED EXCESS and is subject to availability of space on the flight. For example: 15kg is included in the fare. The passenger books 28 kg total in advance. However, he arrives with 48 kg. The additional un-booked excess of 20 kg will be charged at the un-booked excess rate.

We encourage you to book excess luggage for your flight out of consideration for other passengers. It takes time to deal with unbooked excess luggage and this can delay flights, especially if you have to sort out what has to be left behind. This causes inconvenience for you and other passengers. The allowance limit is set so we can make best use of the aircraft and keep the fares as low as possible – an extra 10kgs for each of 9 passengers stops another passenger travelling. We thank you for your assistance in this.

6. Banned, restricted and Dangerous Goods are articles or substances that can pose a risk to health, or the safety of aircraft, unless special precautions are taken. MAF Uganda does not carry any such items. If you are unsure of the classification of any item, please contact us for advice before booking.
7. MAF will take care of your property, but will not be liable for any loss or damage to any cargo, excess baggage or mail during storage, loading and / or transportation.

## **MAF Uganda Booking Policy** – Revised 2<sup>nd</sup> May 2022

1. MAF Uganda flights are restricted to Church, Mission, and NGO / Humanitarian staff and their immediate family members (spouse, children). As such anyone wishing to travel on MAF Uganda must be booked by a qualifying organization. The registration process requires each organization to designate a person authorized to make flight bookings on behalf of their organization, as well as a person accountable to ensure payments are made in a timely manner.
2. **All bookings must be made in writing** by the person AUTHORIZED by their organization. These bookings shall be made using the electronic form provided by MAF Uganda, and sent to [uga.bookings@mafint.org](mailto:uga.bookings@mafint.org) . Accurate body weights must be included in the booking request to ensure proper aircraft loading. Additionally, we request **one local telephone contact per group** booked, in order to provide up to date ETA's and other flight information to the traveller.
3. MAF Uganda will provide a written **booking confirmation** for each flight request, or provide an alternate date if the request cannot be met. Upon receipt of a booking confirmation, the customer is responsible to ensure payment is made in a timely manner. **If payment is not made the day prior to a flight, the passenger may not travel. However, the organization is still liable for full payment unless MAF is able to sell the seat to another passenger.** Organizations or passengers with credit accounts with MAF will be considered to have "agreed" to payment upon receipt of booking confirmation.
4. Our office hours are **8:30 am - 4:00 pm Monday to Friday only**. Any emails received after 4 pm are considered to be received the following business day. The office is also officially closed on public holidays, although we will attempt to assist you if we are able. As a result, any emails sent on a public holiday are also considered to be received the following business day.
5. **Any cancellations must be made in writing**, to [uga.bookings@mafint.org](mailto:uga.bookings@mafint.org) indicating the date and name of the person making the cancellation / booking to be cancelled. **This applies to both shuttle seats and charter flights.** Any bookings cancelled in writing 3 business days or more before date of flight will be fully refundable.
6. Bookings cancelled within two working days before the planned flight departure date, will be charged 50% of the invoice total, unless the seat(s) is sold to someone else.
7. Cancellations made within one working day prior to the planned flight departure date and "No-shows" will forfeit 100% of the invoice total, unless the seat(s) is sold to someone else. **Full payment must be made for late cancellations and no show passengers.**

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8. Freight may also be booked by your organization. Up to 50kgs will be charged at the per kilogram rate for standby freight and \$4 per kilo for priority freight if booked on a particular flight. Please talk to us about freight above 50kgs and bulky items so we can help make the right arrangement for you.

To / From	Standby Freight (As space permits)	Booked freight (On a particular flight)
Uganda	\$2 per kg	\$4 per kg
South Sudan	\$3 per kg	\$5 per kg
DRC	\$1.50 per kg	\$3 per kg
Other locations	\$2 per kg	\$4 per kg

8. Baggage or Freight must be clearly labelled with the passenger or organization's name, destination and contact telephone number. Unaccompanied luggage / freight must be accompanied by a tax invoice and freight waybill, declaring both the contents and value of the items. Please also include any copies of tax clearance you may have for the items.