



Flight Request

MAF

Flight quotation or ticket cost

Partner

Quotation / cost accepted

MAF

Invoice and unpaid E-Ticket issued

Partner

Payment and all details for manifest provided
3 working days before flight

MAF

2 working days - Confirm payment and issue **Paid E-Ticket for travel** or cancellation policy applies

Partner

Freight delivered to MAF Terminal by **1pm 1 working day** before flight

MAF

Flights are closed at 3pm one working day before flight for document process

MAF

Flight plan confirmation SMS to Passengers after 4:30

On Flight Date

Passengers arrive at check-in location **at time given**
Luggage within allowance and excess as pre-booked
No change allowed – except urgent medical patients

MAF Flight Times

MAF Terminal Kajjansi Airfield Gate 2 check-in at **7:00am**, unless different time is notified.
ETA for other locations can be obtained from +256 (0)312 359 623 or etauga.mafint.org and enter your booking reference.

MAF FLIGHT BOOKING PROCESS FOR PARTNERS

To enable flights to go well, submit the following details:

Route - Departure location, planned check-in date, time and destination to be confirmed with MAF Bookings staff.

Passengers: Names – All Adults, Children and Infants under 2yrs. Accurate passenger weights to be provided. Passenger phone number to enable updated flight times on the day. Travel documents as required.

Luggage: Adults and children can take a total of **15Kgs each, including carry-on bags** and Infants 5Kgs. If you need to carry more, it is **essential to book the extra weight: \$3/Kg for Uganda \$4/Kg for international flights. Luggage over 50kgs but less than 100kgs will be charged at seat rate.**

All aircraft are weight limited for departure - it is essential to discuss with the bookings staff and pre-book any extra weight or inform them of any items that are bulky or need special handling.

Unbooked Excess Luggage over the allowance – **This will only be carried if there is space.** It will be charged at **\$6/Kg for Uganda and \$8 for international flights, to be paid at check-in** and may be delayed to the next flight.

Freight: All freight more than 30Kgs will as much as possible be delivered to MAF Terminal by 1pm on the last working day before the flight.

Dangerous Goods: We currently cannot carry items such as batteries, flammable liquids, motor engines or some cleaning or medical liquids, particularly those that are corrosive. If you are not sure please ask - any Dangerous Goods items will be refused at check-in.

Payments: Please pay **at least 3 working days before your flight.** Unpaid flights will be offered to other partners. **Cancellations after this time will be charged at 50%. Cancellations less than 1 working day and passengers failing to show up for check-in will be charged full fare.**