

MAF Uganda TRAVEL Information *Revised January 2023*

1. **Check-in time** From Kajjansi is 7:00AM to 7:30 AM for shuttle flights and as per booking agreement for Charter flights. Times for other stations away from Kajjansi are estimates. Always confirm 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 not later than the listed times.

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

*Additionally, we have started an **SMS notification service**. Passengers are advised to provide their **local contact telephone number** in order to receive an SMS notification of their check in time the day before their flight.*

Check-in times for our shuttle flights are:

Shuttle	Check-in Location	Check-in OPENS	Check-in CLOSSES
All shuttles	Kajjansi	07.00 am	07.30 am

Please note, passengers who report after check-in closes will miss their flight.

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 on (+256 (0)312 FLY MAF, that`s + 256 (0) 312 359 623). Please reconfirm departure times after 8:15 am the day of the flight.
3. At all main airfields please make sure you leave enough time 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. In any case Plan to arrive at departure airfield not less than 15 minutes prior to planned arrival time of the aircraft.
4. ALL VISAS WHERE REQUIRED 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 for their appropriate documentation for international travel. (**Note:** Documentation includes appropriate Visa's, Vaccination records (for Yellow Fever, Covid, Ebola 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	\$3per kg	\$6 per kg
Other locations	15 kg	\$4 per kg	\$8per kg

Additional luggage may be pre-booked 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 28kg total in advance. However, he arrives with 48kg. The additional un-booked excess of 20kg 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 un-booked 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 from travelling.

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.

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' failure to show up for check-in will be charged full fare.***

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. MAF will take care of your property, but will not be liable for any loss or damage to any cargo, excess baggage during storage, loading and / or transportation