



Flight Request

MAF

Flight quotation or
ticket cost

Partner

Quotation / cost
accepted

MAF

Invoice and only paid for
E-Ticket issued.

Partner

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

MAF

2 working days - Confirm
payment and contact those
not confirmed through
issuance of E-Ticket.

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,
Audio recording and online
ETAs available for
customers at 4pm a day

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. Booked Excess Luggage over the allowance will be
charged at \$2/kg. 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.

Un-booked Excess Luggage over the allowance – This will only be carried
if there is space. It will be charged at \$4/Kg, 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 passenger
failing to show up for check-in will be charged full fare.*