

MAF Uganda booking information

Revised 17 November 2016

1. **Check-in times are on your e-ticket, or you can call the office for your check-in time on +256 (0)312 FLY MAF, that`s + 256 (0) 312 359 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.**

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

Shuttle To / From	Check-in Location	Check-in OPENS	Check-in CLOSES
South Sudan	Kajjansi	06.00 am	06.30 am
Northern Uganda	Kajjansi	07.00 am	07.30 am
DRC - Bunia	Entebbe	08.30 am	09.00 am
	Bunia	09.00 am	09.30 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 check your e-ticket, or 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 on the day of the flight by calling our office soon after 8.30 am (**7.30** am for South Sudan shuttles) (+256 (0)312 FLY MAF, that`s + 256 (0) 312 359 623)

Passengers - please let us have your local contact telephone number.

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.
4. 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.) Flights to Bunia (and other D.R. Congo destinations) require a Visa to be purchased from the passengers home country of residence before travelling. South Sudan Visa's must be purchased in advance as well.
5. Passenger(s) must be members of staff/close family members of people who work for Missions, Churches and NGO's to comply with our operating license. A valid personal identity card or approval letter from the Mission/Church/agency should be carried by the passenger and produced when asked for.
6. We ask that staff making flight bookings for members of their agency ensure the intended passengers are given a copy of this information.
7. **LUGGAGE ALLOWANCE** in Kilograms

To / From	Included in fare	Booked Excess	Unbooked Excess
Uganda	15 kg	\$2 per kg	\$4 per kg
South Sudan	20 kg	\$2 per kg	\$4 per kg
DRC - Bunia	20 kg	\$1.50 per kg	\$3 per kg
Other locations	15 kg	\$2 per kg	\$4 per kg

Included in your fare is the total for your hand luggage and checked-in luggage. Booked excess at \$2 per Kilo will be catered for on the flight. Unbooked excess baggage can be carried at \$4 per kilo, subject to availability of space.

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.

8. Freight can be carried up to 50kgs – charged at \$2 per kilo 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.
9. Baggage or Freight must be clearly labelled with the passenger or organization's name, destination and contact telephone number.
10. Mail pouches and small parcels are carried free of charge at your own risk, however this is subject to availability of space.
11. 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. If you wish to carry or transport any such goods, you should be aware of the regulations and the precautions you need to take for safe air transport. If you are in any

doubt, please contact us for advice before booking. We will refuse to transport any items that may cause danger.

12. 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.
13. Bookings should be made in writing by the Mission/Church/agency (NGO) and correct body weights must be given at the time of the booking. Passenger(s) with incorrect bodyweight may be left behind on the day of the flight. Upcountry radio / telephone bookings should be confirmed by the agency's Head Office.
14. We will do all we can to assist with your bookings. Confirmation of a reservation shall be in writing (electronic will be the standard) and once MAF receives a confirmed request the customer is responsible for prompt payment. If payment is not made or agreed to prior to a flight MAF reserves the right to sell the seat to another passenger. Organizations or passengers with credit accounts with MAF will be considered to have "agreed" to payment before a flight.
15. Cancellations should be done in writing, indicating the date and name of the person making the cancellation.
16. 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.
17. Cancellations made within one working day before the planned flight departure date and "No-shows" will forfeit 100% of the invoice total, unless the seat(s) is sold to someone else.