QUICK GUIDE TO UNHAS-YEMEN SERVICES

To make use of the UNHAS –Yemen services and book a flight, please follow the below steps. All information will be made available on www.logcluster.org.

➢ Registering a Booking Focal Point

(1) Decide who within your organization will be the designated Focal Point (FP) for making bookings with UNHAS*.

(2) Send the FP's full contact details including a FP assignment form (to be found on www.logcluster.org) to unhas.yemen@wfp.org to register as a FP.
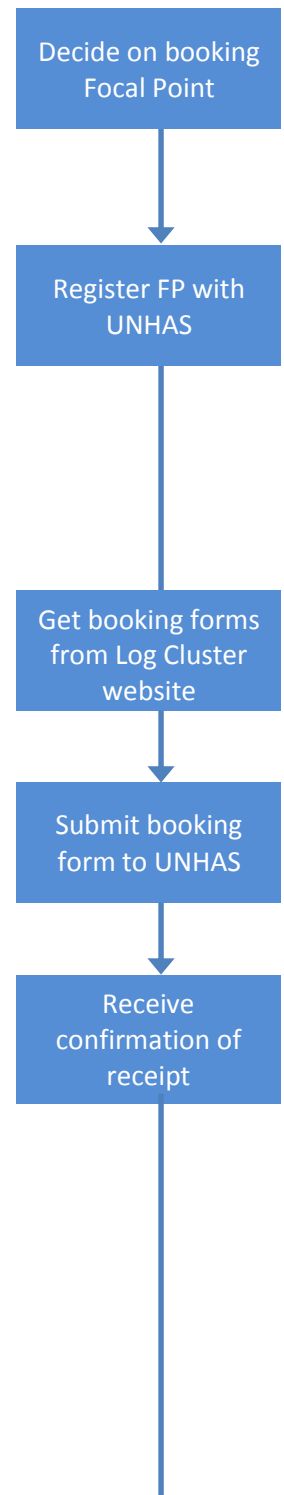
Note that the registered FP will be the only point of contact for making bookings with UNHAS Yemen. Passengers will NOT be able to book directly with UNHAS, instead they will always have to refer to their FP to make a booking for them. The FP's will be included on UNHAS Yemen email distribution list through which each day they will receive the Flight Schedule and Passenger Manifests for next day's flights.

➢ Submitting a booking

(1) Go to the Logistics Cluster website (www.logcluster.org) and go the "UNHAS –Yemen" operation.

(2) Download the following documents: "UNHAS Booking Forms" (Passengers & cargo forms) and "UNHAS Weekly Flight Schedule"

(3) Based on the Weekly Schedule, the FP can now submit a booking by sending a completed** booking form to unhas.yemen@wfp.org

(4) As soon as possible, you will receive confirmation of receipt of the booking. This means UNHAS has received the booking and the booking has been processed in our system***.

BOOKING DEADLINE is 14:00 LT (Local Time) THREE DAYS BEFORE THE FLIGHT

**Kindly make sure the nationality, passport (or ID) number and organization of the passenger are included on the booking form. If any of these is missing, processing of the booking might be delayed.

Decide on booking Focal Point

Register FP with UNHAS

Get booking forms from Log Cluster website

Submit booking form to UNHAS

Receive confirmation of receipt

***This does not mean the passenger has been confirmed a seat on the flight. If UNHAS receives more bookings than seats are available, a first-come-first-serve prioritization system will be used.

➢ Confirmation of seat on the flight

(1) The day before the flight, no later than 17:00 LT, e-tickets will be sent out to the FP's who submitted the bookings. However, this is subject to the operational context in Yemen at the time. Receipt of an e-ticket means the passenger has been confirmed a seat on the flight.
(2) The E-Ticket contains the scheduled times of departure and arrival of the flight*. Any connections to be made will also be visible on the E-Ticket.
(3) If the email address of the passengers was included on the booking form, the passenger should receive his/her E-Tickets as well as the FP. Otherwise only the FP will receive the ticket and it will be his/her responsibility to distribute it onwards to the passenger.
(4) If you made a booking but haven't received the E-Ticket yet by 17:00 the day before the flight, contact UNHAS- YEMEN as soon as possible.

*Final timings may deviate from the times as indicated on the Weekly Schedule. This is due to the fact that UNHAS optimizes routes and destinations for maximum effectiveness and efficiency, and therefore reserves the right to make changes to the published schedule.

➢ Your Flight

(1) Go to the check-in area at the airport of your departure no later than 2HRS before the scheduled time of departure**. Passengers are advised to be at the check-in area 1h30 before the scheduled time of departure to be able to compensate for irregularities.
(2) Show your E-Ticket as well as a valid organization ID and check-in.
(3) Passengers will received boarding pass and after proceed to pay the airport tax, continue to do immigration formality and standing by at departure terminal for boarding UNAHS aircraft.

**UNHAS reserves the right to bump-off passengers and accept stand-by's in case passengers show up later than 1h00 before the scheduled time of departure.

Wish you safe flight
UNHAS Yemen

Receive E-Ticket

Go to airport 2hours before the flight

Check-in with E-Ticket