



United Nations Humanitarian Air Services



A United Nations Common Air Service for Humanitarian and Development Agencies and their implementing partners

To: All UNHAS CLIENTS
Dated: December 08, 2016
Sub: UNHAS Passengers ID cards Issues (CIRCULAR 0225)

MESSAGE ON BEHALF OF MARIO SIBRIAN, HEAD of UNHAS, WFP/ UNHAS Afghanistan

Dear Members of the UNHAS User Community: *(this message is in bcc to all)*

Following the previous Board of Directors meeting (14th Sep 16) and the User Group Committee (UGC) meeting (23rd Oct 16), in the interest of users security, UNHAS management raised and discussed the impact on the cost of the regular air operation when delays arise because of passengers ticket names not matching his/her ID card and/or passengers showing up with expired or no organization ID card. So, it was unanimously agreed and approved by the UNHAS Board of Directors **that effective 1st Jan 17, a penalty of US\$30 will be imposed on the passenger's organization if any passenger whose booking/ticket name does not match with his/her organization ID, having expired/invalid ID, does not have the ID and/or an approved letter. The said penalty will be added on his/her ticket airfares.**

Please note that the rule still applies in cases of name discrepancy, the focal point must send email and in cases of expired or no ID, there must be appropriate letter (with photo attached) and must be sent to UNHAS minimum 60 minutes before the flight take off. Also note, payment of the penalty does not imply that passenger will be accepted on board, in case documentation is not clear on time.

We appreciate your understanding and cooperation in this regard.

Thank you.

UNHAS Management

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