

UNHAS WAC step-by-step instructions:



The United Nations Humanitarian Air Service in West Africa provides air transport to staff of agencies providing services to fight the Ebola outbreak. To make use of the UNHAS service in the West African Countries (WAC) and book a flight, please follow the below steps. Click [here](#) for all Logistics Cluster information.

Register

In order for us to register your organization with UNHAS you need to fill, sign and stamp, the focal point registration [form](#).

Obtain a validation from your duty station Humanitarian Affairs Office confirming that your organization is implicated in the fight against Ebola.

If your coworkers will travel with us to Dakar, then fill the “[Interagency Agreement](#)”, signed, confirming that you have a Medical provider in Dakar to track the temperature of your passengers while in Senegal.

Assign a Focal Point

- 1) Decide who within your organization will be the designated Focal Point (FP) and alternate for making bookings with UNHAS. Registered FPs will be the only point of contact for making bookings with UNHAS WAC. Bookings made by passengers will not be accepted. The FP will be receiving flight schedules, manifests and tickets.
- 2) Send the FP's full contact details including a completed [FP assignment form](#) to unhas.wac@wfp.org to register as a FP¹. The form needs to be signed and stamped with the agency valid stamp.
- 3) Notify UNHAS of any changes with the FP.

Decide on
Bookings Focal
Point

Submit a booking

- 1) Based on the [regional flight schedule](#), please send the [Passenger Booking form](#) to unhas.wac@wfp.org. Nationality, passport (or ID) number and organization ID are required on the booking form. The Passenger Booking Form must bear the official stamp of the organization and be signed by the authorized person.
- 2) Supplying the full e-mail address of the passenger in clear typed format on the booking form ensures the passenger will receive a copy of the ticket to his/her direct e-mail along with the FP.
- 3) 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 the system².

Get booking forms
from Log Cluster
Website

Submit booking
form to UNHAS

BOOKING DEADLINE IS 08:00 AM ONE WORKING DAY BEFORE THE FLIGHT

Working days are Monday to Saturday

¹ Note that if you intend to have staff flying to Dakar from Ebola Affected Countries, you are required to fill in and sign the [Interagency-UNHAS agreement](#) and provide proof of contract with medical tracking service in Dakar.

² 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. In the event that passengers demand exceeds UNHAS capacity, agencies would be allowed a maximum of 4 passengers per flight. UNHAS will notify users as soon as possible in case this happens.

Confirmation of seat on the flight

- 1) The day before the flight, by 12:00 PM, E-Tickets will be sent out to the FP's who submitted the bookings (if passenger included email address on the form, he/she will also receive the ticket). Receipt of an E-Ticket means the passenger has been confirmed a seat on the flight.
- 2) If the FP has made a booking and the passenger hasn't received the E-Ticket yet by 15:00 PM the day before the flight, contact UNHAS WAC as soon as possible at UNHAS.WAC@wfp.org or +224 624 61 71 60 directly or through the FP.
- 3) Check-in details will be sent to the FP by the UNHAS team in the origin country confirming the check in time and details. In case the FP is not included in that local mailing list, please contact UNHAS WAC to be directed to the UNHAS team member in the country.

Receive E-Ticket

Your Flight

- 1) Go to the check-in area at the airport ³of your departure 1h30 min⁴ before the scheduled time of departure⁵.
- 2) Show your E-Ticket as well as agency photo ID and passport⁶.
- 3) Passengers are allowed to carry 20 kgs on the inter-capital flights and 15 kgs for the domestic flights. Excess luggage is accepted depending on space availability. Excess luggage booked in advance using the [Cargo Movement Request Form](#) and tickets will be sent one day in advance with the passenger ticket.
- 4) Passengers will be subject to a medical check prior to boarding, the pilot in command will have the final decision on passenger acceptance.

Go to airport
1h30m before the
flight

Check in with e-
ticket

PASSENGERS DEPARTING FROM THE THREE AFFECTED COUNTRIES TO DAKAR MUST HAVE A CLEARED UN MEDICAL EXIT FORM (STAMPED AND SIGNED WITHIN 48 h prior to departure). WITHOUT THE FORM PASSENGERS WILL NOT ALLOWED TO BOARD THE UNHAS FLIGHTS.

³ In Sierra Leone, UNHAS provides free speed boat transport to its passengers between Aberdeen and Lungi Airport.

⁴ 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.

⁵ Final timings may deviate from the times as indicated on the flight 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.

⁶ In field destinations where internet access is limited, UNHAS will be more flexible with passengers having to show their E-Tickets. Nonetheless they should be able to show a valid agency photo ID that matches with the passenger manifest.

The medical facility in Liberia that is authorized to issue the forms is as follows:

UN Dispensary – Liberia

Physical address: UN dispensary North Gibson St. Old CID Road, Mamba Point (2 minute walk from WHO office Mamba point; across the street from the LIPA building)

Telephone number: +231 770 004 018 OR 770 003 775 (Hotline)

Working hours: 9:00 to 20:00 (please call before coming)

Weekend duty: Opens 10:00 to 14:00 Saturday morning, Sunday closed (please call before coming)

Contacts for UN approved Medical Providers in Other Countries:

Conakry: 1) Dr Koka HP Rao, Senior Medical Officer, +224 624207518, kokab@un.org, 2) Dr Siaka, Medical Officer, +224 622355476, 3) Infirmiere (Nurse) +224 622324577

Freetown: Dr Erick Bazurco, Senior Medical Officer, United Nations Joint Medical Service, Telephone: +232 78950070

Dakar Medical Tracking

- 1) The Senegalese Government has put in place specific Health Monitoring Requirements for all passengers travelling to Dakar. Failure to follow their requirements places the humanitarian corridor at risk of being closed. We ask that you please take the requirements seriously. Your compliance will be monitored and there is zero tolerance for non-compliance.
- 2) The Senegalese Ministry of Health (MOH) requires each passenger to be tracked for the period they are in Dakar up to 21 days. Passengers that fail to comply will be returned to the Ebola affected country from where they commenced their journey and will be unable to use the corridor again for the foreseeable future.
- 3) 'Tracking' involves the passenger having their temperature taken twice daily (morning and evening) for the period they remain in Dakar up to 21 days. The temperature must be taken by a Senegalese Ministry of Health (MoH) approved medical provider. The UN has several approved medical providers (see list below). Please note that not all of them are able to provide large volume tracking services. Non-UN passengers may also seek the services of these medical providers. If you wish to enquire about using a provider not on this list, please contact MoH Technical Advisor, Dr. Fidel Kane email: fadel.kane23@gmail.com, for approval.

UN approved Medical Providers in Dakar:

Dr. Massamba Sassoum Diop, Urgentiste
SOS Medecin
Baie de Soumbédioune Rue 62-64
Office: +221 33 88 91 515
Mobile: +221 77 63 84 478
Email: sosmeddk@gmail.com

Dr Awa Mbow Kane
Medecin Conseil de la clinique
Medic'KANE
81 Sacre Coeur 3 VDN
Office: +221 3385 94 949
Mobile: +221 77 63 70 673
Email: mbowkane@medickane.com

Dr Ibrahima Mbengue
General Practitioner
Medecin du travail
32 Rue Wagane Diouf; BP 28288 Dakar
Office: +221 33 84 28 800
Mobile: + 221 7763 59 115
Email: iboumbeng@yahoo.fr

Dr Abdoul Aziz Kasse
Clinique des Mamelles, Route de NGOR
Office: +221 33 86 91 313
Mobile: +221 77 63 79 438
Email: aakasse@me.com

- 4) Tracking details must be submitted three times a week, Monday, Wednesday and Saturday, to the Ministry of Health via Dr Ousmane Diop; email: diopousmane700@yahoo.fr AND Dr Aissata Ba email: aoban704@gmail.com. Depending on your agency arrangement some medical providers will submit these reports on your behalf.
- 5) In order for the ticket to Dakar to be issued, passengers are asked to verify the following:
 - a) that your Agency has signed the "Interagency Agreement" (see above, footnote 1) stating that arrangements for tracking will commence the day after arrival in Dakar;
 - b) the name and contact details of the medical provider in Dakar that will be tracking the temperature twice daily; and
 - c) the name and contact details of your Agency's Health focal point (if it differs from your travel focal point).