



1. Who is eligible?

- UN Agencies Funds and Programmes
- NGOs
- Representatives from Embassies/ Donor Community

2. How do I book a flight?

- **IDENTIFY** a Focal Point
- **SEND** an email to: covid19.aviationglobal@wfp.org with the filled-in Organization Signatory Introduction Form
- **RECEIVE** a confirmation email of the booking submission



User Organizations must complete the registration process to receive a UNIQUE CUSTOMER ACCOUNT NUMBER;

BOOKING REQUESTS should be submitted at least 72 hours before the flight and not earlier than one month in advance.

Bookings will be accepted on a “FIRST COME – FIRST SERVED” basis.

BOOKING CONFIRMATION will be issued 48 hours before departure by sending the e-Tickets to the emails provided.

TICKETS ARE NOMINAL and cannot be exchanged or traded.

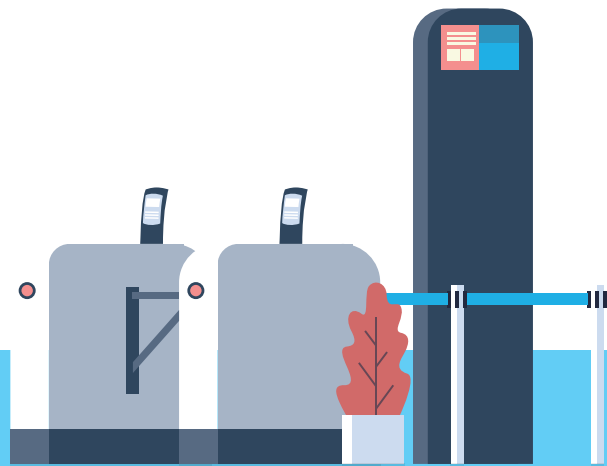
CANCELLATIONS should be notified no later than 24 hours before the departure.

TRAVEL DOCUMENTS and clearances are the sole responsibility of the traveler.



3. Passenger Check-in

Detailed check-in instructions will be indicated on the passenger tickets and communicated to the Focal Point by the WFP Aviation Customer Service Desk.



4. Luggage Allowance



The maximum allowance for **CHECKED PASSENGER LUGGAGE** is **40 kg** and **10 kg** for **CABIN BAGGAGE** per passenger. Please note that luggage allowance may vary based on aircraft configuration and performance.



5. Customer Service

Please contact:

covid19.aviationglobal@wfp.org for registration process and support;
covid19.aviationeurope@wfp.org for issues specific to flights to/from Europe;
covid19.aviationafrica@wfp.org for issues specific to Africa air service;
covid19.aviationmideast@wfp.org for issues specific to Middle East air service
covid19.aviationasia@wfp.org for issues specific to Asia air service;
covid19.aviationamericas@wfp.org for issues specific to Americas air service;
covid19.aviationglobal@wfp.org for feedback on the quality of the service.

6. COVID-19 Measures



NO PERSON WITH COVID-19 SYMPTOMS WILL BE ALLOWED TO USE THE SERVICE.
EACH PASSENGER HAS TO FILL-IN A SELF-DECLARATION FORM AND PRESENT IT TO AUTHORITIES UPON REQUEST.
AT ALL AIRPORTS COVID-19 CONTAINMENT MEASURES ARE IMPLEMENTED. WEARING OF GLOVES AND MASKS ONBOARD AIRCRAFT IS MANDATORY. PASSENGERS MUST HAVE CONFIRMED ONWARD AIRLINE BOOKING FOR TRANSIT PURPOSES TO AVOID BEING PLACED UNDER QUARANTINE. AIRCRAFT SEATING CONFIGURATION HAVE BEEN ADAPTED TO ALLOW FOR SOCIAL DISTANCING BY HAVING THE MIDDLE SEATS BLOCKED.

7. Financial conditions



Each user organization will be required to deposit a minimum initial amount of **US\$5,000** to grant the user organization access to start making reservations.



Cash payments will not be accepted.

Bank transfer payment should be made to the Citibank NA US dollar account:

- Bank Name: CITIBANK NA,
- Address: Citigroup Centre 33, Canada Square, Canary Wharf, London E14 5LB, United Kingdom
- USD Account: 13321517
- Sort Code: 185008
- SWIFT: CITIGB2L
- IBAN: GB43CITI18500813321517
- BENEFICIARY NAME: World Food Programme

the unique customer account number must` be included in the bank transfer details. Proof of payment should be emailed to: **covid19.aviationglobal@wfp.org**.

Full fee is chargeable when there is a **No Show** or late cancelation.

In case a flight is cancelled, **refunds** will be made into the account of a User Organization as a cash refund will not be available.

User Organizations will be **invoiced** by the 15th of every month and needs to arrange payment to WFP Aviation Services no later than 30 days from receipt of ithe nvoice.

Should a User Organization no longer require these air services and wish to **close the account**, a written notification from the user organizations' management has to be sent to **covid19.aviationglobal@wfp.org**

The global passenger service is partially funded thanks to the commitment from Donors and is in part supplemented by cost recovery fees based on 35%.