



Humanitarian Aid

# PASSENGER PROTOCOL

Revised: February 2015

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## **Introduction**

PACTEC is a not-for-profit international non-governmental organization (INGO), registered and headquartered in the USA. PACTEC has been providing flight and communication support to the NGO community in Afghanistan since 1997.

PACTEC offers daily Regular Charter flights, as well as on demand Special Charter flights. Our fleet of 4 aircraft, 2 Beechcraft King-Air 200's (9/12 seats) and 2 Kodiak 100's (6 seats), provide services to approximately 40 airports and remote airstrips in Afghanistan.

Flights are made possible by the generous support of the European Commission, through its Directorate General for Humanitarian Aid and Civil Protection (ECHO).

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## **Purpose of the Passenger Protocol**

The Passenger Protocol outlines arrangements and procedures for the use of PACTEC air services in Afghanistan. By signing the attached Annex A, each agency agrees to comply with the terms, conditions, and procedures as outlined in the following sections. PACTEC shall suspend or revoke the flight privileges of any agency that does not comply with the terms and procedures contained in this protocol.

### **1. PACTEC Operating Principles**

#### **1-1. Passenger Qualifications**

All Passengers must be associated with approved agencies and travelling for the purpose of the approved agency's humanitarian activity. Approved agencies are not-for-profit NGOs involved in humanitarian and development assistance projects in Afghanistan (see Section 4). Some Afghanistan Government Ministries are permitted to travel with PACTEC, but only when their mission is to assist in humanitarian and development programs (special conditions apply).

Due to the humanitarian purpose of its flight program, PACTEC is NOT allowed to provide flights for political missions. Likewise, PACTEC services are NOT available for commercial use or to commercial users.

#### **1-2. First Come-First Served**

PACTEC will serve the entire NGO community without bias on the principle of "first-come, first-serve," at reasonable rates and in a transparent manner. All seats are booked in the order in which the bookings are received and no organization has priority over another. THE ONLY EXCEPTION IS FOR MEDICAL OR SECURITY EVACUATION FLIGHTS. Flights disrupted for Medical or Security reasons will be rescheduled as soon as possible.

#### **1-3. Weapons Carried on Flights**

PACTEC cannot allow military personnel or weapons (concealed or otherwise) on board humanitarian assistance flights.

### **2. Agency and Passenger Authorization**

#### **2-1. Approval Procedure**

To become an "approved agency" for the purposes of this protocol, your organization needs to satisfy the following requirements:

1. Be a legally registered not-for-profit non-governmental organization (NGO) in Afghanistan, a recognized not-for-profit international NGO, or donor involved in Afghan assistance project
2. Verify non-profit status by providing a statutory certificate issued in the country of origin (e.g. certified financial statement, certificate of not-for-profit status, letter from donor etc).
3. Submit proof of humanitarian activity (e.g. current annual report, public website, prospectus regarding future projects).
4. Have completed and signed the Agency Authorisation and Registration Form (Annex A).
5. Receive approval from the PACTEC Country Director or his designated representative.

Approximate time for new and re-registrations is 2 weeks. Please do not expect to book flights during the review process for a new registration.

#### **2-2. Passengers not from Authorized Agencies**

Passengers that are not employed by an approved agency, but travel on behalf of an approved agency, may fly with PACTEC if the approved agency sponsors them. Sponsored passengers require a letter of introduction for each flight request describing the work they are doing for the approved agency. The head of the approved agency must sign the letter of introduction. Normal check-in procedures apply and a photo ID (passport, or national ID card) is required to board the aircraft. The sponsored passengers must be booked by the approved agency and cannot book themselves. It is the approved agency's responsibility to inform the sponsored passenger of the procedures outlined in this protocol.

#### **2-3. Embassy, UN and Donor Passengers**

The UN, embassies, or donors may book flights if their work is in support of humanitarian projects in Afghanistan. PACTEC CANNOT PROVIDE FLIGHTS FOR THE POLITICAL ARMS OF THESE AGENCIES.

#### **2-4. Afghan Government Ministries**

Afghan government ministries may book flights if the purpose of their travel is in support of humanitarian projects in Afghanistan. PACTEC CANNOT PROVIDE FLIGHTS FOR POLITICAL PURPOSES. In order to request a booking, a letter explaining the purpose of the trip signed by the Minister or Deputy Minister must be included with the booking request form. Passengers must have official ministry IDs in order to board the aircraft.

#### **2-5. Journalists**

Journalists may fly with PACTEC if their work is sponsored by an approved agency as per the terms above. Journalists can only be booked by the approved agency.

#### **2-6. Mahram**

A mahram (a male relative who accompanies a female employee) may fly with PACTEC. The approved agency must submit a written letter of introduction at the time of booking that states the mahram's role and identity.

### **3. Booking Procedures**

#### **3-1. Booking Agents**

Due to the large number of booking requests and for security reasons, approved agencies must designate two persons to act as the Booking Agent(s) and a back up person for their agency. Only these Booking Agents may book flights/seats for the agency. It is the responsibility of the agency to inform PACTEC of any changes of Booking Agents. New

booking agents are required to obtain initial training from the PACTEC booking manager prior to submitting booking requests.

### **3-2. PACTEC Booking Office Hours**

Normal office hours for in person, email, and telephone bookings are 0730 to 1630 local time Saturday thru Wednesday. Prior to Ramazan, the booking office will communicate any change to office hours or check-in times via email. See Check-in Procedures for normal check-in times. At anytime of day, at least 24 hours prior to a flight, Regular Charter Seats maybe booked through our Online Booking System.

### **3-3. Booking Regular Charter Seats**

All seats are booked as “one-way”. Two one-way seats must be booked for a round trip. Inquiries about available seats and flight times may be made by email, telephone, in person, or through the Online Booking System (account agencies only). Bookings must be made in person by submitting a booking request form and payment for the flight. Bookings are confirmed only after payment is received. If an agency maintains an account (with a positive balance) with PACTEC, bookings can be made and confirmed by email. Seats should be booked at least 24 hours (one business day) in advance.

#### *1. Standby Booking*

If no seats are available on a desired flight, 1-2 passengers may be booked on a “standby” basis. If a confirmed passenger cancels, the PACTEC Booking office will inform the Booking Agent for the standby passenger.

In some cases the PACTEC booking office will allow booked standby passengers to report to the airport on the day of the flight with the possibility to replace any passengers who do not show for the flight. Payment is always required before boarding an aircraft.

#### *2. Same-Day Bookings*

Same-Day bookings are possible on a seat available basis. The Booking Agent must contact the booking office to inquire about and book any available seats. Same day bookings are subject to a \$15 USD same-day booking fee. With short notice, the passenger may pay at the aircraft. Please note that the flight crew does not carry any cash and will not be able to provide change. If necessary, the crew will accept overpayment and the passenger may submit his receipt at the PACTEC office for the appropriate refund.

#### *3. Name Changes or Substitutions on Special Charter Flights*

Changing or substituting passengers must be done through the booking office. If this change is requested on the day of the flight, a \$15 USD same-day change fee applies.

#### *4. Flight Receipts*

Once a booking is finalized and payment has been received, the passengers and/or cargo are added to the flight manifest and a receipt will be issued. This receipt is not a boarding pass, but merely an record to receive a refund in case of flight cancellation.

#### *5. Reserving or “Holding” seats*

In accordance with PACTEC’s impartial “first-come, first-serve” policy, seats WILL NOT be “held” or “reserved” for any agency. However, seats may be booked and then later cancelled if necessary (See Cancellation Policy).

### **3-4. Booking Special Charter Flights**

Special Charter flights should be booked a minimum of three working days before the intended date of flight. Inquiries about special charter availability may be made by email, telephone, or in person. The PACTEC booking office will obtain approval to book a special

charter from the Flight Operations manager soon after an inquiry is submitted. Within 48 hours of approval, bookings must be made in person by submitting a booking request form (including details of passengers and cargo) and payment for the flight. Bookings are confirmed only after payment is received. If an agency maintains an account (with a positive balance) with PACTEC, bookings can be made and confirmed by email. Reapproval is required after 48 hours of the original approval.

Final passengers and cargo details must be confirmed no less than 3 working days prior to the day of the flight. All passengers need to be verified through the booking agent with the PACTEC booking office.

PACTEC's flights are highly subsidized; as such PACTEC reserves the right to book additional passengers and/or cargo on flights that are not full.

### **3-5. Baggage Guidelines**

Each person booked on a PACTEC flight is allowed up to **20 kg** of total baggage, including cameras, laptops, and personal items. If more weight is required it may be booked as excess baggage. Baggage must not exceed the international air transport standard for checked luggage of **157 linear cm (62 linear inches)**. This measurement is found by adding up the length + height + width of the bag. Children under 2 years old do not receive a baggage allowance.

Dangerous and contraband items are not permitted aboard the aircraft. **Dangerous items include:** corrosive chemicals, flammable fluids, pressurized canisters, and any kind of explosive. **Contraband items include:** illegal drugs, firearms, alcohol, and unregistered antiquities. Please contact the PACTEC booking office for special instructions when planning to transport batteries, generators, or other heavy equipment or machinery.

Transportation of large sums of money is permitted; however, prior approval from the flight booking manager is required before transportation of any amount exceeding \$10,000 USD. All transportation of large sums of money must be declared at the time of booking.

### **3-6. Booking Cargo and Excess or Unaccompanied Baggage**

#### *A. Within Afghanistan*

If a passenger wishes to bring more than 20 kg of baggage it must be booked separately as excess baggage and indicated on the standard booking form (including the weight in kilograms). Excess baggage must be booked and confirmed at least one day prior to the flight date. Excess baggage NOT booked prior to the flight date is not guaranteed to make it on the flight. Excess baggage on Regular Charters is subject to additional fees per KG as specified on the current PACTEC rate sheet.

Cargo is booked using a standard booking form listing the weight and dimensions of the cargo. It is the responsibility of the agency sending the cargo to assure that it will be received at the destination. If the cargo is not met at the destination it will be flown back to Kabul on a space-available basis, otherwise it will be left at the destination. For security reasons, no unaccompanied baggage will be accepted if it has not been previously booked.

Booking agents are required to communicate directly with the PACTEC passenger handler in order to arrange for pick-up and drop-off of cargo. The PACTEC passenger handler will inform you when it is convenient to pick-up or drop-off your cargo at the airport, and the procedures for doing so. Please call the passenger handler (07960692693) between 0800-1000 on the day before your flight in order to coordinate cargo drop-off or pick-up.

B. *International Flights*

Due to changing customs laws and procedures we are unable to book unaccompanied baggage and cargo to or from international locations.

C. *Live Animals*

Live Animals may be transported on PACTEC flights provided they are carried in airline approved animal containers from which the animal cannot escape. Animals must be booked ahead of time with the booking office.

**4. Cancellations and Changes:**

**4-1. Cancellations**

Regular Charter Seat and Cargo Bookings

In order to receive a full refund for a booked seat on a regular charter, a cancellation must be received in writing at least **3 working days** prior to the flight. No refund will be given for cancellations received less than 3 working days prior to a flight.

Special Charter Bookings

In order to receive a full refund for a special charter flight, a cancellation must be received in writing at least **3 working days** prior to the flight. No refund will be given for cancellations received less than 3 working days prior to the flight.

**4-2. Changes**

Passenger substitutions or name changes can be made at any time up to the day before the flight. Changes made on the day of the flight are subject to a \$15 same-day change fee and in some cases may not be possible.

**5. Payment Procedures:**

**ALL PAYMENTS FOR REGULAR CHARTER SEATS OR SPECIAL CHARTER FLIGHTS ARE DUE AT THE TIME OF BOOKING**

**5-1. Flight Rates**

PACTEC is a not-for-profit NGO. PACTEC utilizes a cost-sharing model. The majority of flight costs are covered by an ECHO subsidy and in part by the user. PACTEC does not make a profit.

The cost of regular charter seats and special charter flights depends on the destination and type of aircraft. Costs change periodically. Check with the PACTEC booking office for current rates. ALL PRICES ARE ONE-WAY. Infants under the age of two travel free of charge and must sit on the parent's lap, however a booking is still required infants.

**5-2. Approved Agency Categories**

PACTEC offers three categories of cost sharing based on the status of the approved agency.

**Subsidized:** Applies to ECHO partners funded in Afghanistan or in other countries, as well as agencies that collaborate with PACTEC on projects.

**Discount:** Applies to not-for-profit NGOs that do not qualify for the Subsidized category.

**Standard:** Applies to Embassies, Donors, UN, and agencies that do not qualify for the Subsidized or Discount categories.

**5-3. Acceptable Forms of Payment**

The preferred form of payment is cash in US Dollars or Afghani, or wire transfers (on account). We are also able to accept a charge to an approved account.

#### **5-4. Additional Fees**

In some cases additional fees may apply. The fee schedule below should not be considered exhaustive and other fees may apply from case to case.

A. *Same-Day Bookings* or booking changes– \$15 USD

Applies to bookings made on the day of the flight (except Medical Emergencies) and is in addition to the normal seat rate.

B. *Excess Baggage*

Excess baggage is charged per kilo over the 20kg allowance. The rate varies with destination and is listed on the current PACTEC Rate Sheet. Additionally excess baggage over 50kg up to 100kg is considered equal to the capacity of one seat and will be charged as such. Customers booking excess baggage greater than 100 kg should use the cargo booking form.

C. *Additional Ground Time*

Each hour of chartered ground time will be charged a fee as published on the current PACTEC Rate Sheet.

#### **5-5. Approved Accounts**

Customers with a high volume of bookings, remote offices, or other extenuating circumstances may apply for a “Positive Balance” or “Credit” account with PACTEC. Application forms are available at the PACTEC finance office. Applications will be reviewed prior to approval. Account holders do not have to pay for bookings at the time they are made. In addition, account holders are able to make bookings via e-mail and online (Section 6).

All organizations approved to fly on PACTEC flights may apply for a “Positive Balance” or “Credit” account.

### **6. Online Booking System**

Organizations that hold “Positive Balance” or “Credit” accounts may check availability and book seats online. Please talk with PACTEC booking agents about how to receive a username and password for an online booking system. Visit our website: [www.flypactec.org](http://www.flypactec.org) to book flights online.

### **7. Check-In Procedures:**

#### **7-1. General Check-in Procedures**

Important: Photo Identification (NGO ID, Passport, National ID Card, Driver’s Licence, etc) is required before passengers are allowed to board PACTEC flights. Passengers who cannot or will not produce acceptable ID will be denied access to the aircraft. In some rare circumstances and at the discretion of the captain, exceptions to this rule may be made for security considerations.

A. *Check-in Time*

Due to constantly changing situations in Afghanistan, it is necessary for agencies to check-in via phone with PACTEC the day prior to their flight in order to confirm the flight time. Booking agents shall contact the PACTEC office between 1400-1600 local time and will be given a check-in time for their passengers. “Check-In Time” is the time passengers need to be available in the terminal, or at the ramp of an airport. If additional time is

required to pass through screening and customs, agencies should plan for this accordingly. Failure to be available at the specified check-in time may result in passengers missing their flight and PACTEC will not be liable for refunds.

Several factors affect on-time operations for PACTEC. Weather, winds aloft, air traffic delays, fueling delays and passenger/cargo loading delays all determine if aircraft arrive and depart on schedule. Currently if an aircraft is off schedule +/- 30 minutes, the booking agent representing the waiting passengers is called and given a new reporting time. Sometimes this will mean passengers need to come to the airport earlier or later depending on the situation.

**NOTE: It is the individual booking agent's responsibility to pass on the check-in time to the passengers in his/her agency.**

*B. Protocol for Special Charters*

The same check-in time procedures apply for all special charter flights.

*C. Departures from Kabul, Mazar and Herat – E-Passes*

Currently, all passengers departing Kabul, Mazar and Herat require an e-pass from the PACTEC booking office. Note: E-Passes do NOT replace the need for photo ID (see Section 7-1).

At Kabul airport, a PACTEC representative will meet passengers in the domestic terminal. Passengers should go through the main entrance in the domestic terminal and look for the PACTEC counter.

Any changes in check-in procedure will be communicated to the booking agents for each agency.

**General Note Regarding Check-In:** PACTEC will do its utmost to ensure a safe and efficient boarding process. Unfortunately with the tight schedules and other operational requirements, we are not always able to hold the aircraft on the ground to wait for passengers who have not arrived. If an agency has NOT checked-in by phone the day before, the aircraft will depart on time whether or not the passenger is at the airport.

**IMPORTANT:** Failure of an agency to check-in the day before may result in the aircraft not arriving at a their destination if service to that destination is contingent on that one agency.

## **8. General Procedures**

This section covers topics and issues that do not fit under the previous headings. Please pay special attention to them as they may affect your bookings and/or flight privileges.

### **8-1. Medical or Security Evacuation Procedure**

Any agency requiring an evacuation flight of any kind shall contact the PACTEC Booking Office and state the need for an "Evacuation Flight." Describe the situation in detail and what the requirements are. Once a plan of action has been determined, the aircraft will be dispatched as soon as possible. Please have a representative of your organization go to the PACTEC office and fill out a formal request for the evacuation flight. Proper forms are not necessary to dispatch an evacuation flight, but are required once the flight is completed. For medical evacuation flights the organization booking the flight and not PACTEC is responsible for providing the needed medical staff or equipment. This medical staff must be qualified to handle medical work in an aircraft setting.

PACTEC works with a professional aero-medical company called RMSI (Remote Medical Solutions). For further inquiries call RMSI at +971 044 230 779 or email them for general inquiries at [admin@rmsi-medicalsolutions.com](mailto:admin@rmsi-medicalsolutions.com).

**Evacuations for medical reasons:**

Private agencies involved in medical evacuations of humanitarian/development aid workers are entitled to use PACTEC services if they have signed an agreement with PACTEC prior to implementing evacuations. These agencies are responsible to PACTEC to guarantee the medical status of their beneficiaries. These agencies acknowledge that patients belonging to non-approved agencies could benefit from medevac only in life saving cases. PACTEC and the concerned agencies shall agree beforehand on a list of approved and non-approved clients.

**Evacuations for security reasons:**

When PACTEC aircraft are mobilized for joint evacuations by INSO, UNHAS, or other flight operators, the coordinating agency will allocate seats to evacuating personnel without regard for the agency they belong to. When an individual agency is booking a charter flight for evacuation of its own personnel, the agency must be an approved agency.

**8-2. Maternity**

PACTEC does not restrict travel during the late stages of pregnancies. Owing to the uncertainties of operating in this part of the world, PACTEC strongly recommends against travel within the last month a pregnancy. Please advise PACTEC if you need to travel within the last 4 weeks of pregnancy. If flying in our unpressurized Kodiak, please notify the Captain if you are pregnant. Supplemental oxygen will be made available.

**8-3. Air Drops**

PACTEC is able to conduct airdrops in areas where no airports exist. Any NGO wishing to pursue this service may contact the PACTEC booking office for further information.

**8-4. Right of Refusal**

PACTEC reserves the right to deny service to any person or organization for any reason with or without prior notice.

**8-5. Liability**

PACTEC's liability shall be limited to the extent of Afghanistan civil aviation law and by the limits defined by its liability insurance carrier as stated in the current insurance policy.

**8-6. Security and Captain's Authority**

Please co-operate fully with all instructions relating to flight safety and security given by PACTEC personnel. According to International Air Law, the Captain of the aircraft has full authority over all matters affecting the flight.

**9. Questions and Comments**

It is our foremost desire to enable you to better aid the people of Afghanistan by assisting you in your travel needs. We welcome any comments or suggestions you may have regarding our service. Please feel free to email [bookingmgr@kbl.pactec.net](mailto:bookingmgr@kbl.pactec.net) or phone our office with any questions or concerns.

**10. Contact Information**

Kabul, Afghanistan: Street 11, House #634,  
District 6, Karte-Seh, Kabul, Afghanistan  
+93 079 930 0837 (0800-1600)  
+93 070 028 2679 (0800-1600)  
+93 079 902 0712 (*Emergency only*)

Booking Office: [bookingkbl@pactec.net](mailto:bookingkbl@pactec.net)

Booking Manager: [bookingmgr@kbl.pactec.net](mailto:bookingmgr@kbl.pactec.net)

Website: [www.flypactec.org](http://www.flypactec.org)

## ANNEX A: AGENCY AUTHORIZATION AND REGISTRATION FORM

### Part one: organisation details

NAME OF NON-GOVERNMENT ORGANISATION: \_\_\_\_\_

PURPOSE AND MISSION OF NGO: \_\_\_\_\_

NGO REGISTRATION NUMBER IN AFGHANISTAN: \_\_\_\_\_

### Part two: eligibility

Organisations applying for PACTEC registration must satisfy all the eligibility criteria.

	Yes	No
<b>1 Registration – are you</b> (NGO agencies must verify legitimacy - providing a statutory certificate issued in the country of origin):		
A legally registered non-profit non-governmental organization (NGO) in Afghanistan or Pakistan?	<input type="checkbox"/>	<input type="checkbox"/>
Or a recognized non-profit international NGO?	<input type="checkbox"/>	<input type="checkbox"/>
Or a donor involved in Afghan assistance projects?	<input type="checkbox"/>	<input type="checkbox"/>
<b>2 Passengers</b>		
Can you confirm that all passengers you will book on PACTEC flights will be associated with your agency and travelling for the purpose of your approved agency's humanitarian/development activity?	<input type="checkbox"/>	<input type="checkbox"/>
<b>3 Passengers (including journalists) who are not employed by your agency, but travel on your agency's behalf</b>		
Will you be able to provide a letter of introduction – signed by the Head of your agency - for each flight request, describing the work they are doing for your agency?	<input type="checkbox"/>	<input type="checkbox"/>
Will all passengers sponsored by your agency be booked by your agency?	<input type="checkbox"/>	<input type="checkbox"/>
<b>4 Commercial</b>		
Can you confirm that your agency will not use PACTEC flights for commercial use or sponsor commercial users (this includes for-profit implementing partners contracted by your agency to carry out development projects)?	<input type="checkbox"/>	<input type="checkbox"/>
<b>5 Weapons, Alcohol and Drugs</b>		
Dangerous and contraband items are not permitted aboard the aircraft. Can you confirm that no weapons will be carried on PACTEC flights?.	<input type="checkbox"/>	<input type="checkbox"/>
Can you confirm that no dangerous items including: corrosive chemicals, flammable fluids, pressurized canisters, and any kind of explosive will be carried on PACTEC flights?	<input type="checkbox"/>	<input type="checkbox"/>

Can you confirm that you will carry no contraband items aboard PACTEC flights including: illegal drugs, firearms, alcohol, and unregistered antiquities?

**6 Additional section for Embassies, UN and donors**

Can you confirm that your staff using PACTEC flights are to assist in humanitarian and reconstruction programs?

Can you confirm that you will not use PACTEC flights for political arms of the UN, donors or embassy staff, nor for staff associated with the political processes of the country?

**Part three: authorization**

NAME OF TWO PERSONS DESIGNATED TO BOOK FLIGHTS WITH PACTEC, AND HIS/HER ALTERNATE (if you have a third person):

NAME	POSITION	TELEPHONE	FAX	EMAIL
1.				
2.				
(3 Alternate)				

\*New agents require training from the PACTEC booking manager

PREFERRED METHOD OF PAYMENT: \_\_\_\_\_

HEADQUARTERS CONTACT PERSON (If applicable): \_\_\_\_\_

Please check the following applicable registration category:

**Non-Profit, Non-Government Organizations:** *EC Humanitarian Aid Office (ECHO) subsidized organizations registered with the Afghan Government. Or other Non-Government Organizations registered with the Afghan Government.\**

\_\_\_\_\_ **\*We have attached a statutory agreement verifying our non-profit NGO status and proof of humanitarian activity.**

**Donor/Embassy/UN:** *National, International, or Private Organizations involved in funding Relief/Development work. Embassies involved in funding Humanitarian/Development projects. All UN agencies fall under this category.*

**1. Province/Districts where you will be working:** \_\_\_\_\_

**2. Major Funding/Donor Sources:** \_\_\_\_\_

We have read and understood the PACTEC International NGO Protocol and agree to abide by the terms and conditions of this Protocol. We confirm that our non-government organisation fulfils the requirements for authorization to use PACTEC air services as set out in the Protocol above. We further agree to brief our staff in the event that the carriage of petrol, diesel fuel or kerosene is needed on a particular flight and to advise accordingly.

Country Head of Organization SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Booking Agent SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PACTEC Country Director SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_



Humanitarian Aid

## ANNEX B : MEDICAL EVACUATION REQUEST FORM

Date	
Requesting Organization	
Requestor Name and Title	
Name of the Location to be Evacuated from	
Number of Staff to be Evacuated	

### Medical Evacuation Procedure:

An agency requiring a medical evacuation flight should contact the PACTEC Booking Office and state the need for a medical evacuation flight. Please describe the situation in detail and what the requirements of the patient are. In order to start the process, please submit this Medical Evacuation Request Form to the PACTEC Booking Office. Once a plan of action has been determined, the aircraft will be dispatched as soon as possible. Note: the organization booking the flight, and not PACTEC, is responsible for providing the needed medical staff or equipment on-board. It is imperative that the medical staff provided by the organization be Certified Medical Staff (Doctor, Nurse, or Paramedic).

Name and Medical Details of the Patient(s):

---



---



---

- The Patient is Fit to Fly: -----
- The Patient is Contagious: -----
- The Patient need to fly with a stretcher: ----

YES	NO

I confirm that information provided is true and correct to the best of my knowledge:

\_\_\_\_\_  
Booking Agent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Stamp