



## Answers to Frequently Asked Questions & General Information

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### What are the various means of contacting AIM AIR's main office?

Phone +254733607674 / +254720294490 / +254206002300 / +254733687056  
Fax +254206001275  
Satellite Phone Thuraya 88216-2127-5162  
HF Radio 7525 LSB  
Email [aascheduler.is@aimint.net](mailto:aascheduler.is@aimint.net)  
Post Box 21171, Nairobi Kenya 00505  
In Person You are very welcome to come by in person to book your flight, make a payment, or discuss flight details. Our office is generally staffed weekdays between 8 and 5. AIM AIR's main office is located at Wilson Airport on Langata Road in Nairobi.

### How do I contact AIM AIR's office in Entebbe, Uganda?

Phone +256772700486 / +254733687054 / +256772701289  
Email [aauganda.is@aimint.net](mailto:aauganda.is@aimint.net)  
Post Box 800, Entebbe Uganda  
In Person AIM AIR's Uganda office is at the AIR Serv hangar at Entebbe Airport.  
*Please do not call the numbers for normal business after 5pm. However, for emergencies:  
+254733687056 / +254731095421*

### Who do we fly?

AIM AIR's mission is to serve missionaries, Church workers, and Christian relief and development agencies. Our vision is that of Africa Inland Mission International: *to see Christ-centered churches among all African peoples*. It is our privilege to support ministries that align with and advance a similar vision. Because our resources are both limited and subsidized, our services must be exclusive.

As such, AIM AIR has an **Approved User Policy** that formalizes our partnership with those we fly. To request a flight, you must complete an Approved User Application, which can be found at [aimair.org](http://aimair.org), at any AIM AIR office or can be e-mailed to you.

If your ministry involves partnerships with organizations which AIM AIR might not directly accept bookings from, they may be able to fly with you under your care and responsibility. AIM AIR trusts that the flights you book will be for a purpose consistent with your stated ministry. AIM AIR can only accept payment for flights from Approved Users. We are *not* able to accept bookings from travel agencies.

### How is a flight quote calculated?

AIM generates a quote for each flight which is the operating cost of the flight.

#### *What the airplane costs*

The basic quote includes a per-nautical mile fee specific to the type of airplane. This covers the mechanical cost of operating and maintaining the airplane, plus fuel and insurance, for the total miles flown over a particular route.

#### *What Africa costs*

The quote will also include a daily country fee which is a flat rate covering the cost of particular government flight permissions, navigation fees, overnight and parking fees, and overnight or repositioning expenses for the crew. Other individual charges would include landing fees and

departure taxes. In addition to the basic quote you may see fees related to abnormal charges at certain destinations where government fees are excessive or unpredictable. Sometimes, to give you more payload, we will plan to fuel at a remote location rather than carry heavy fuel loads on the airplane. Due to the increased cost of transporting fuel to these locations, a specific fuel surcharge may apply. If your flight is scheduled to refuel at one of these sites, the surcharge will be calculated according to how many liters are uploaded.

#### *The volatile price of fuel*

Likewise, due to the unpredictable nature of global fuel prices, a general fuel surcharge may be added to the fuel price already included in the per-nautical mile fee. This surcharge is designed to ebb and flow with the changing price of fuel, and applies fleet-wide for each type of fuel regardless of the flight routing.

#### *Joiner credit*

You may see a joiner credit on your quote if joiner freight or passengers are included on a portion of the flight. If AIM AIR arranges for the joiner, you will see a credit for 50% of the joiner or freight rate. If you make the arrangements, you may have the full rate applied as a credit to your quote. When considering joiners, keep in mind AIM AIR's parameters for "who we fly."

#### *What's not in the flight quote?*

Operating aircraft in Africa is an expensive venture, and there's very little an operator like AIM AIR has control over. But what you **won't find** in your flight quote is what it would cost to pay the dozens of professionals who daily carry out the ministry of AIM AIR on a volunteer basis, as well as the cost of acquiring our aircraft, which are provided for by many generous donors. This "subsidy," along with a concentrated effort to keep all the other costs to a minimum, is part of our mission to "serve those who serve."

### **What does it mean to be a "charterer"?**

The charterer is the one who initiates and schedules a flight, takes primary responsibility for the cost, and takes ownership in the final outcome. A chartered aircraft is usually departing from and returning to the same location or Base. Therefore, the charter quote represents the "round trip" mileage regardless of how many passengers or how much freight is moved between particular points. A charterer has a certain amount of "operational control" over a flight – able to set or adjust times and places and priorities as long as those don't conflict with AIM AIR's policies or other constraints. And the charterer can choose to open up their flight to joiners – or not.

### **What does it mean to be a "joiner"?**

A joiner is someone who is joining an already existing or scheduled flight. When there are empty seats, or empty legs on an airplane, and the charterer has agreed, AIM AIR may open up the available space for joiners. This can save the individual joiner the expense of chartering an entire airplane, and helps the charterer too, as the joiner will make a contribution toward the total cost of the flight. Joiners are generally charged a "seat rate" that is based on the miles they fly, plus all costs related to a route diversion if applicable. Joiner freight is charged in a similar way. Remember that when joining an charter, **the joiner is essentially on 'standby'**.

Even though a seat is reserved, the flight remains largely at the discretion of the charterer, who may request to change times and destinations, or cancel the flight altogether. Flights will not normally be delayed or diverted for joiners unless the charterer agrees for us to do so.

### **Children and seating**

All passengers who are two-years of age or older, must occupy an individual seat and seatbelt. Children younger than two are permitted by law to ride in the lap of an adult passenger.

### **Meeting times and limits**

AIM AIR will agree with you on a meeting time and place for each day of flying, and these may or may not be flexible. It is critical to the success of your flight that you **arrive on time** at the arranged meeting place, especially if an early start is required.

Because of local regulations and safety standards, our airplanes generally need to be on the ground 1 hour before sunset at the destination airport. If you request extended ground-time into an afternoon, the pilot will give you a 'latest possible meeting time'. This is **not flexible**, and the pilot is authorized to leave without you if you are not at the airplane by the stated time.

### **Connecting flights**

Because of the unpredictable variables of technical, logistical, and weather delays, AIM AIR highly encourages that you leave adequate space between expected arrival times of AIM AIR flights and planned departures on any airline. This is especially true for international connections, and AIM AIR recommends that you plan at least a **full day** between the two. We cannot accept responsibility for missed connections.

### **Overnight flights**

AIM AIR is happy to incorporate scheduled overnights into your trip. There may be additional costs related to this, such as paying for security guards. It is also your responsibility for the pilot's accommodation for each night out. AIM AIR generally sets a limit of 4 or 5 consecutive nights out as a maximum.

### **Destination security and information**

Some of our flights require that the pilot receive information on the **present security situation** at the destination before landing. If this applies for your flight, and AIM AIR does not have the ability or contacts to get this information, you may be asked to provide it through your resources on the ground. For certain flights in insecure areas this is **non-negotiable**, and we ask that you take this requirement seriously when asked to provide assistance. A pilot may not be able to depart for the next destination, or may even be turned around at the charterer's expense, if a security report is not received in time.

### **Second crewmember**

Normally, our single engine aircraft are flown with a single pilot. However, AIM AIR will sometimes dispatch a flight with two crewmembers on board. There are a variety of reasons for this. The regulatory parameters of the flight may require a second crewmember, or AIM AIR may require two crew for maintaining certain training or currency standards. When this happens, we will reduce the available payload on your flight and occupy another seat. AIM AIR will always give you a payload projection in advance based on this arrangement if it is likely to occur. We ask for your understanding that every flight benefits from the few that require two crew.

### **Sunday flying**

AIM AIR does not fly on Sundays. Nor do we reposition crew, manage freight, or staff administrative personnel to address logistics for flights in the upcoming week. We make rare exceptions to this, including any medical emergency.

### **Required documents**

Those flying with AIM AIR are responsible to carry any required identification or documents based on the route of flight and departure and destination airports. Cargo may also require export documents. You may inquire with our office about specifics to your planned route.

### **Restricted cargo**

Local regulations may limit or prohibit us from carrying some hazardous materials on our airplanes. You may inquire with our office about specific substances or items. In general, we cannot carry:

- Firearms, or any explosive device
- Fuel drums or gas cylinders on passenger flights
- Small vehicles or engines with any fuel still remaining in them

Certain hazardous materials may be carried (such as battery acid) but need to be carefully packaged. The transport of animals needs to be cleared by our main office before the flight. Any animals on AIM AIR airplanes need to be adequately restrained. If any cargo is deemed to be a hazard to the aircraft or occupants, we reserve the right to refuse transport of it.

## **36-Hour Change Policy**

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Timely and accurate information of the details of a flight are instrumental to its success, as is prompt communication that a scheduled flight that needs to be cancelled. If information comes too late or last-minute changes are requested, there is increased potential for errors, adding extra cost, and the possibility of problems for other flights, maintenance events, duty limits and other factors.

Because of this, AIM AIR requires that those who are chartering or joining a flight provide the following pertinent information no later than the close of business day **two days (36 hours) prior** to the flight's departure day:

- Finalized flight routing and meeting times
- Number and names of passengers
- Information on passenger baggage if expected to be more than 20 kilos per person
- Cargo weights and details for all cargo being delivered or picked up

Also, any cargo being flown from our Nairobi base needs to be delivered to the hangar within this same time frame. We may not be able to accommodate cargo delivered late or without applicable export documents.

For example, for a flight departing anytime on Wednesday, AIM AIR needs this information by 5pm on Monday afternoon. For a flight departing anytime on Monday, we need the information by 5pm on Thursday.

Our Operations office is not authorized to accept changes to these parameters if they occur within 36 hours of the flight's departure. Your pilot, likewise, is not authorized to accept certain changes. Your request to change the flight routing, or add passengers or cargo, **may be denied** if it occurs within this 36-hour window.

*Exceptions due to unavoidable circumstances may be authorized by AIM AIR Management.*

## **Flight Cancellation Policy**

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AIM AIR also maintains a cancellation policy which takes effect once a flight has been confirmed.

Cancellations of a chartered flight, or booked cargo or seats, which occur more than two weeks prior to the flight's departure date, will not carry any penalty. Make sure AIM AIR has confirmed receipt of your request for the cancellation.

Cancellations that occur **less than two weeks** prior to the flight date may require a payment penalty of 25% of the quoted flight or joiner cost. A "no show" without notice may incur a payment penalty of 100%.

*Exceptions due to unavoidable circumstances may be authorized by the AIM Finance Manager.*

## **Flight Cost Reimbursement Policy**

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It is the policy of AIM AIR that flights be paid for in advance. Because we operate as a non-profit service, and only charge for the actual operating expenses of a flight, AIM AIR is not normally able to extend credit to those we serve. This arrangement contributes to our ability to make our flights as cost-effective as possible.

Advance payment for a flight needs to be made using one of the following methods:

- Wire transfer to an AIM bank account (details for wire transfer are available on request)
- Cash
- Check (**payable to AIM International**)
- For those with existing AIM accounts, authorization to charge the account

AIM AIR requires cash or check payment to be made at the hangar. Check payments need to be cleared by AIM Finance. Payment to the pilot is permissible only by prior arrangement.

For those authorizing an AIM account, adequate funds must exist in the account unless there is prior arrangement with the AIM Finance Manager.

The same policy is extended to joiners of existing flights.

### **Flight Quote Accuracy**

At the time that a flight is confirmed with the AIM AIR Scheduler, an estimated quote may be issued based on available information. Many factors, some of them subject to change, will affect the actual operational cost of a flight; including fuel surcharges and government fees. However, within two weeks of the departure date of a flight, AIM AIR Operations is able to give you an accurate, finalized quote which will reflect the payment due, provided the flight circumstances do not change.

Therefore, pre-payment should take place only after any route changes have been applied *and* within one month of the flight departure date.

*Exceptions may be authorized by the AIM Finance Manager.*

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**Thank you** for your participation and partnership with us. Please contact our operations office if you have any more questions: [aascheduler.is@aimint.net](mailto:aascheduler.is@aimint.net)

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