



MAF Subsidy Bookings Team
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Dear Valued Customer,

MAF Subsidy Fund Guidelines for Church & Mission Customers

MAF is a not for profit organisation, which means we do not make money from flying our aircraft. Overseas Churches, organisations and individuals donate money to assist MAF to provide an air service to the remote parts of PNG. We have set the normal rate we charge our customers at a level which only covers the costs MAF has to pay to run an air transport service; fuel, aircraft repairs, wages etc. This rate is called our **Community Rate**.

From these donations, MAF has set aside money into a **Subsidy Fund** which allows us to charge a discount to make it more affordable for our Church and Mission customers to use MAF aircraft. This is called our **Church and Mission Rate**. This means we charge you less than the normal rate and MAF pays the difference from the Subsidy Fund.

This letter will explain who is eligible to receive these discounts.

Discount Options and Eligibility Guidelines:

SEAT FARES:

80% Discount

- ✓ **Bible College Students** travelling at the start and end of each term to travel to or from Bible College. (Must have authorisation from their Bible College).

Note: After a Bible College Student completes their course or stops attending Bible College, any further travel after they have returned home will NOT qualify for this discount.

50% Discount

- ✓ **Pastors, Church and Missions staff with a valid Church/Mission ID** who are visiting Churches or programmes under their responsibility for the purpose of conducting a **training** course.
- ✓ **Church / Mission Conference Guest Speaker** – The speaker is the only person attending a Church/Mission Conference who is eligible for this rate.
- ✓ **Bible College Teachers** travelling to and from Bible College at the beginning and end of the year. (One return trip per year).
- ✓ **Bible College Students travelling for their Practical Assignment.** (Must have authorisation from Bible College).

Note: Not valid for travelling for holidays or shopping.

25% Discount

- ✓ Travel for AGMs or Church meetings, holidays and shopping for those people who hold valid and current ID only.
- ✓ Church/Missions ID – Walk-up passengers with valid and current ID.

Note: 25% discount seat fares do not require prior application for Subsidy approval.

FREIGHT

50% Discount

- ✓ Cargo – A consignment containing **only Christian Literature**.
- ✓ **Personal Vegetables** for Church/Missions workers, who hold a valid and current ID card, may send up to 12Kg of vegetables each week.

Note: MAF will not guarantee that the flight will happen to your location every week or on the same day each week. MAF are not liable for spoilt vegetables and are not responsible for purchasing them.

25% Discount

- ✓ **Bible College Students Unaccompanied Cargo** – Up to 100Kg at the start or end of their course only.
- ✓ Unaccompanied freight or excess freight belonging to passengers holding an authorised Subsidy approval form or Valid ID

Note: This freight is not guaranteed to travel on the same flight as you and will go when there is space available and the aircraft is going to the right location.

CHURCH AND MISSION CHARTER:

Note: If someone has an approved Church / Mission Charter flight, they may use the back-load or empty leg of their Charter for the carriage of goods or people that **also** would be eligible for a Church / Mission rate (no coffee, trade store or general passengers). This requirement **must** be listed on the initial Subsidy request otherwise MAF may use this leg for other purposes.

50% Discount

- ✓ A team of church or Missions personnel, all based within PNG, travelling to facilitate training or an outreach event.

Note: If the church or Missions personnel are visiting PNG, but not based here, they are not generally entitled to use the Subsidy fund.

MAF Subsidy is a limited fund which we must prioritise for those people with no other access to funding either within PNG or abroad. If Churches are inviting people from abroad to do out-reach or training events, we will quote them the Community Rate so they can fund-raise for the full cost of the flight rather than putting this funding burden onto MAF who must also fundraise abroad in order to have a Subsidy Fund.

- ✓ **Missionaries or Church workers** going on annual leave and doing regular shopping runs where there are limited options for access to their location.

Note: Remember not to book connecting flights with other airlines on the same day as the MAF flight. There may be possible delays due weather and MAF will not pay for missed connections.

25% Discount

- ✓ Building Materials to build any Church or Mission Organisation building project.
- ✓ Church or Mission sponsored Conferences or retreats and Bible dedications.

COMMUNITY RATE CHARTER:

MAF does not earn any money on Community Rate Charters; you will only be paying how much it costs MAF to run your flight.

- ✓ Goods for Church owned trade stores.
- ✓ Church or Mission workers based outside of PNG.
- ✓ All other travel relating to Subsidy eligible customers where their reason for travel does not meet the Subsidy terms.

4 WEEK'S NOTICE

To assist us in the difficult task of allocating Subsidy, ALL "*Flight Request & Subsidy Application*" forms must reach the Subsidy Booking Team **at least 4 weeks before** your requested flight dates. This will allow time to confirm you are entitled to use the Subsidy discount, and then pass your request onto the base who will book your flight if aircraft/pilots are available.

Wherever possible please type the form, as handwriting is often difficult to read, and email it to us to be sure it arrives quickly (contact details below).

FLEXIBILITY NEEDED FOR SEAT FARES

When you fill in a "*Flight Request & Subsidy Application*" form to request subsidised seat fares, you must fill in a RANGE of dates as we will fit your flight into normal service runs in order to fill the other seats. We cannot guarantee the date of a seat-fare booking.

If you need a specific date to be confirmed, you must book a Charter.

LIMITED SUBSIDY BUDGET

There is a good chance, even with the MAF Guidelines, that the Subsidy budget will run out before the end of the year. If and when this happens, we will no longer have the funds to be able to provide additional subsidised flights. At that point, all seat fares will be charged at full price and all Charters will be available at Community rate.

If you have any questions, please contact the Subsidy Bookings Team:

All Emails: png-bookings@maf.org

Post should be addressed to the **MAF Subsidy Bookings Team**.

For Charters or General Booking Enquiries Phone: 7373 9999 (Sally/Ben/Helga)

For Subsidy Seat Fare Enquiries Phone: 7373 9975 (Doris)

For Projects, unusual requests or complaints contact the Operations Manager:
png-operations@maf.org (Siobhain)

I have included a copy of the latest "*Flight Request & Subsidy Application*" form with this letter. Please destroy any older copies of the form you may have. It would be extremely helpful if you could **send copies of this letter and the form to your colleagues within your Church/Mission organisation throughout the country.**

If you have any questions or concerns, please address them to the MAF Subsidy Bookings Team in the first instance, or if you wish, please contact me directly.

Thank you for partnering with MAF.



Siobhain Dales
MAF PNG Operations Manager
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MAF Papua New Guinea Limited, Company Number 17085
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MAF Vision:

Isolated people physically and spiritually transformed in the Name of Jesus Christ.

