



Oman Air – Res Support Fact Sheet

Updated: 19/04/2024 Subject to change without prior notice.

- **Local Agency Support Details:**

Our local team are based in Sydney and respond to queries within a reasonable timeframe. Depending on the queries and departure periods, they will be prioritized accordingly. Under normal circumstances we strive to respond within 1-2 business days.

The best way to get a response to your query is to email us through Sydney@omanair.com (AU queries) or Auckland@omanair.com (NZ queries) with WY own Reloc + copy of the PNR + history of changes (if any) + brief explanations.

If you need to talk to us directly you can dial 1300 730 484 (AU queries) and +64 9 977 2235 (NZ queries). If it goes to voicemail, please leave us a message.

For outside office hours and urgent queries after hours contact MCT Call Center +968 2453 1111 which operates 24/7.

- **Name change process:**

Full names are mandatory as per passport if the total name field length doesn't exceed 27 characters and that includes space and titles.

Updating the name field is not permitted even for name variations or title addition. Name field update of any nature will corrupt the booking when the booking contains an interline segment as it creates issues with the ticketing or synchronizing the e-ticket details to all carriers in the same PNR. If an error has occurred on a booking with an interline involved or you wish to update the name as per passport, then create a brand-new booking as per available inventory on WY and interline carriers and price as per GDS. Old ticketed booking can then be put for refund through GDS as per the fare rule. WY does not mesh old bookings into new bookings and does not approve old/ historical fare booked or waive the cancellation fees. Please note our AU & NZ fare structures have decent cancellation fees.

- **Waitlist:**

WY inventory is dynamically adjusted. Please book and sell the lowest available RBDs as per availability.

- **Out of system range:**

WY doesn't have a policy over out of system date range. We have a modest upsell and alteration fare structure. Please rebook as per the fare rules in GDS when those inbound flights are within the range.

- **INF turning Child on the Inbound Sector:**

Issue two sets of tickets for the INF/CHD as the fare is going to be - ½ RT INF e.g. PER-CAI + ½ RT CHD PER-CAI.

On the first PNR, INF to be associated with the mother, and issue a ½ RT INF fare, eg: PER-CAI for the infant only for the outbound sector.

Create a second PNR for the same Infant as a Child. Now as the fare must be ½ RT CHD fare PER-CAI. While issuing the ticket put an endorsement **INF BECOMING CHD ON IB** and the other ticket number or PNR.

- **Child turning adult:**

Child ticket can be issued for CHD travelling outbound as a child and return inbound as a CHD also if return date doesn't change. If pax decide to change the return flights after departure, the adult OW fare difference will be charged.

- **Meal Requests/ Special Meals:**

Meals and special meals can be booked in GDS. More details below:

General SPML eg: VGML/CHML can be requested in SSR in GDS. Other SPML eg: egg allergy, please email to sydney@omanair.com with allergy description subject to approve.

If customer has a severe (life-threatening) allergy, pax recommended to bring their own food. Please note Oman Air cabins are not nut-free.

- **Wheelchair requests (WCHR):**

Wheelchair can be booked free of charge in GDS for WY own operated flights. For interline segments, the operating carrier rules will apply.

- **Car seat:**

INF and small children may be seated in car seats on board. If a seat is reserved for the infant (CHD fare applies). A request for the use of a car seat should be recorded in the PNR for approval to be sent to Res Control (HCC/CRC). The approval is entered as SSR element CBBG/CARSEAT.

WY does not provide car seats. Car seats used on board may be accepted on top of the normal free hand baggage allowance.

- **Own Stroller:**

The stroller must be fully collapsible. Once collapsed, it must not exceed the measurements of 44cm x 35cm x 20cm or weigh more than 6kgs. Pax can request stroller to be used at the transit area and must be mentioned to the check-in staff.

- **BSCT**

BSCT need to be requested in SSR (subject to availability) and will be assigned at the airport. Please note BSCT is offered for INFT under 10KG due to safety reasons.

- **Advanced seat selection (ASR):**

Some of our fare families and specials in Economy offer seat selection at a fee. All WY pre seating can be done in GDS against EMDs or through Oman air website under manage my booking. Our Business Class services offer complimentary seat selection on WY own operated flights. For interline seating, fees and charges may apply. Seat selection is generally restricted on codeshares and may be requested as generic entries or at the time of check-in. Please note issued EMDs for seatings are non-refundable.

https://www.omanair.com/en_au/seat-selection

- **UMNR:**

WY UNMR policy is children aged 5-16, only able to request on WY prime flight. For UMNR costs, policy and procedures, contact WY and each airline separately.

- Must be booked at least 7 days prior to travel.

<https://services.omanair.com/au/en/download-forms>

- **Sporting equipment:**

All items that exceed your standard baggage allowance e.g. surf boards, paddle boards, skis, snow boards, skateboards, golf clubs, bicycles, fishing rods, windsurfing equipment, driving equipment, hockey sticks, bowling balls, boogie boards, lacrosse equipment and pole vaults will be subject to excess baggage charges. Please contact Oman Air for more information.

https://www.omanair.com/en_au/baggage-policy/special-baggage-guidelines

- **MEDA**

- ✓ Must be filled up and signed by passenger (part 2) and by attending physician (part 3) within 7 days prior departure and must be submitted to us latest 72 hrs before flight departure.
- ✓ MEDIF only valid within 7 days, if needs medical clearance also for the return flight, please fill up another MEDIF and submit it to local Oman Air office.
- ✓ MEDIF only valid for Oman Air flights, if travelling with other airlines, please contact them separately.
- ✓ MEDIF is subject to approval from Oman Air doctor. If MEDIF not properly completed and signed, it can be rejected, and medical clearance will not be approved.
- ✓ CPAP machine using on board will consider as a MEDA case.
- ✓ In case of MEDA rejections, cancellation, or rebooking's, fees as per fare rule will apply.

<https://services.omanair.com/au/en/download-forms>

- **Firearms/ Dangerous goods:**

Restrictions may apply. Pre-approval must obtain be obtained from all authorities throughout the journey incl interline. For WY own flights, please contact Oman Air local office for assistance.

- **Cremated human remains for WY flights (Urn):**

Cremated human remains/ urns are acceptable for carriage as checked baggage provided: passenger is in possession of all necessary documentation, including a certificate of death issued by a competent authority at origin. Casket containing the cremated remains should be packed in sealed outer box or case.

- **Public pricing:**

Oman Air follows public pricing guidelines, and all our offline fares to/from AU and NZ are in GDS and auto-price. All fares and taxes must be valid at the time of ticket issuance. In case of changes prior to departures, a full reassessment of the fares and taxes will apply. WY doesn't offer waivers on old, expired, or stored fares/taxes.

- **Stopover (SO)**

If you wish to have a stop in Oman for your clients (the ticketing stopover i.e. SO), it is permitted on all our AU fare structures. There are two components which will be auto calculated in the ticket: the

extra OM tax from AUD20 per stop in MCT or relevant taxes for other hubs e.g. BKK, KUL, DOH, CGK, MNL, AUH and the stopover fee.

All Oman Air through fares allow one free stop in the intermediary points whether Asia, ME or MCT. Extra stopovers will be just an extra fee around \$75 (AUD/NZD) which will be embedded into the fare structure as a Q Surcharge and will auto price. Example of ticketing stopovers in fare rules:

UNLIMITED STOPOVERS PERMITTED ON THE PRICING UNIT
LIMITED TO 1 FREE AND UNLIMITED AT AUD 75.00 EACH.
1 FREE
UNLIMITED AT AUD 75.00 EACH.

So, if the routing is SYD-KUL-MCT (STOP)-LON, then only OM tax will be the extra. Or if the routing is SYD-KUL (STOP)- MCT (STOP)-LON, first stop is permitted and the second stop there will be an extra \$75 in form of Q surcharge added to the base fare. Baggage allowance will also be adjusted as per the routing with stopovers.

Booking hint: if you wish to allow stopovers on our codeshare partners, book the O&D and then rebook e.g. SYD-DOH-MCT. For assistance, contact our office.

- **Group bookings:**

Group bookings are valid only for WY prime flights. Please email sydney@omanair.com for group quote and conditions. We can't offer special/ group rates on our offline fares in combination with an interline partner.

- **Minimum connecting time in MCT:**

It is 1 hour in MCT. For other transit hubs, please check valid minimum connection time in GDS. Generally speaking, when searching for flights, the GDS will offer connections with the minimum connecting time concept.

- **How far in advance can I book a flight?**

WY calendar of flights is open up to 330 days in advance.

- **STPC for INVOL cases:**

For advanced SCs (beyond 72hrs) and only in our own hub MCT the STPC may apply subject to approval and the nature of change:

- ✓ If the source of SC is an interline partner i.e. TG, MH, QF, GA, OD, QR, EY, regrettably no STPC will be offered. We can only offer best/next available connection i.e. +/-few days as per ticketed fare rule.
- ✓ If the source of SC is Oman Air, we can request STPC in MCT, subject to approval and up to 24hrs only. Our first approach is always trying to fix with the next available connecting flight using the same route or similar as per fare paid.
- ✓ For involuntary cases, please always contact Oman Air.

- **Airport disruptions/changes while clients are in transit:**

All disruptions within 24 hours pax should contact the operated carrier for assistance. If the client is overseas and affected by a WY SC, pls ask the client to remain in contact with the local offices. Please always ensure your clients contacts, emails are in PNRs.

- **Rebooking/ reissue in lower fare:**

Rebooking permitted as per fare rule. Not permitted to reissue to lower fare, it must be even-exchange or higher fare. No refund for residual refunds incl taxes once reissue is done.

- **GDS irregularities:**

WY audits GDS irregularities and ADMs apply for HX segments, churning, dupe, test, and fictitious bookings. For those agents on high cancellation ratios, the WY inventory will be closed and opening the inventory will be subject to settling any outstanding GDS irregularity fees.

- **Baggage through check-in:**

Baggage will be checked through to the final destination as long as transit time through each transit hub is under 24hrs e.g. BKK/KUL, MCT.

However, if you are offering separate tickets on another carrier, the through check-in will not be offered due to technical restrictions. In case of delay, cancellation or lost baggage, WY will not be responsible for the onward journey (general industry rule). For cases where you have to issue/ offer a separate ticket e.g. intra EU, then pls allow sufficient/ safe transit time for the client to collect the luggage and recheck in with the onward means of travel.

- **Excess baggage**

Oman Air website only allow excess baggage rate for ticket purely on Oman Air flights. If tickets issued combine with interline partner initiating from AU/NZ e.g. MH, TG, QR, QF, TG, the excess baggage can only be purchase at the airport when check-in. The operating carrier airport staff will calculate applicable excess baggage to the final destination and collect the payment.

- **Online check-in:**

WY prime flight online check in opens 48 hours prior to departure. If the journey starts from AU/NZ with an interline partner, the online check in can be done through the operating carrier's website.

- **Lost & Missing baggage:**

Any claims related to the missing/damaged baggage are managed through the last international carrier including arrivals into AU/NZ.

https://www.omanair.com/en_au/baggage-policy/all-about-your-baggage

- **Complaints:**

Please note all complaints related to WY own operated flights are centrally managed through our HQ. It can be submitted through Oman Air website through Feedback section with any supporting documents. This will go directly to the customer relations team, and they will investigate the issue and will contact the clients within reasonable timeframe and directly.

<https://services.omanair.com/au/en/feedback>

- **Ticket validity for refund processing:**

WY tickets expire within one year from original issued date. This means refunds/reissues must be completed within one year of original issued for both fare and taxes.

- **CP collection**

WY CP Reissue/No-show fee will be collected under “XP” tax code. CP must be collected as per fare rule.

- **Refund processing:**

Voluntary: all refunds are done in GDS with applicable penalty as per fare rule including partial refunds.

Involuntary: contact our office for written authority including processing instructions. In case of waivers for refund, they must be done within 72hrs and in the same calendar month (whichever is earlier) to avoid ADMs.

If the tickets are taken over by WY including partially flown, then the refund queries must come through BSPLINK with all supporting documents. RAs to be lodged against the current/open tickets.

- **Cancellation penalty:**

All our AU and NZ published fares have reasonable cancellation fees (CP).

Before Departure: as per fare rule. In case of combinations, the most restrictive CP applies.

After Departure: partial refund calculated based on used fare in the same class and interline and CP. Refer to GDS for details.

No refund for out of sequence used tickets.

- **ADM:**

Audits are done through as third party on behalf of WY. ADMs will raise through BSPLINK. In case of disputes, if any, those to be done through BSPLINK and within dispute period with all supporting documents. The review of the disputes will remain at discretion of the Oman Air audit team.

GDS audit: for GDS irregularities per segment e.g. HX, churning, dupes, test bookings, high cancellations.

Fare ADMs: as per the GDS as WY follows the public pricing. All fare and taxes must be valid at the time of ticketing.

- **ACM:**

WY doesn't support retroactive credit/ ACMs for collecting incorrect CP/commissions or overcollections e.g. CPs.

- **Loyalty program:**

You can find all info for how to earn, burn, tiers, partner airlines, junior and family program. For all inquiries related to our FFP program, contact Sinbad@omanair.com
<https://sinbad.omanair.com/>

- **Lounges**

WY has dedicated lounges in MCT for our Business and First-Class travellers. WY also has its own operated lounge in BKK airside. WY uses partner airline lounges in other airports. The partner lounges are updated on our website and could usually be the same as the operating carrier's lounge/partner lounge.

<https://www.omanair.com/en/our-partner-lounges>

For departures via KUL, Oman Air currently uses Plaza Premium Lounge for our Business Class clients. If you are selling WY/OD fares, OD is offering Sama Sama Express (at the time of writing). All these are subject to change and update.