COVID-19 **REBOOKING POLICY**



Due to the current situation we have introduced greater flexibility to our rebooking procedures. The procedure outlined here applies to all tickets (except tickets for purely domestic itineraries issued on/after 16th August 2021) that:

- Are issued on/before 31 May 2022
- For travel on/after 01 February 2020

Rebook Ticket Validity: • Outbound travel may be up to 36 months from the date of original ticket issuance • Ticket may be kept open until guest is ready to rebook Process • Create new PNR if original PNR is expired • Rebook in same RBD as originally ticketed • If original RBD is not available, contact your Oman Air Sales representative Reissue ticket • If original fare is no longer filed, manually reissue against originally ticketed fare **Rebook to same destination Rebook to different destination** Fees/Fare Difference Waived: • All change fees are waived • No show fees are waived for bookings on flights until/on 31 March 2021 • Difference in fare should be collected except in the following cases: • If the originally booked flight was canceled or suspended by Oman Air, rerouting to/from another Oman Air destination within the same region as ticketed is permitted at no ADC (e.g.

> CDG-MCT-JAI may be rerouted to FRA-MCT-DEL at no ADC). • If the originally booked flight was canceled or suspended by Oman Air, and for tickets with routing to/from an offline destination, rebooking via an alternative Oman Air gateway within the same region is permitted at no ADC (e.g. MAD-MUC-MCT may be rerouted to MAD-FRA-MCT at no ADC).

Refund Ticket

 Submit refund requests in BSP Link or through GDSs in markets where GDS refund functionality is enabled (tickets no longer need to have expired before refunds can be processed)

• All refund penalties to be waived

• For partially utilized tickets, partial refunds may be calculated by deducting the applicable one way fare from the total fare paid as per standard practice. For fare types with no corresponding one way fare, residual amount should be calculated as 35% of the base fare + YQ paid

• Please expect delays in processing of refund requests due to current exceptional volumes

Fees Waived:

- All change fees are waived
- If original fare is no longer filed, manually reissue against originally ticketed fare
- No show fees are waived for bookings on flights until/on 31 March 2021

General Points

- 1. Where original PNR is not active, create new PNR and re-associate tickets. Contact Oman Air for assistance if required.
- 2. Where ticket coupon status has been suspended due to no-show, please contact Oman Air for assistance.
- 3. Residual amount may be transferred to EMD, incase the date change/re-route results in lower ticketed fare than originally paid.
- 4. No ticket endorsement is required for changes made in accordance with this policy unless reprotection on other carrier takes place; For reprotected, tickets should be endorsed with (INVOL CHG DUE COVID).
- 5. All rebookings should be completed by 31st May 2022.

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To facilitate rebookings for guests with tickets to/from destinations that are currently suspended, the following re-routing options with our interline partners may be used.

Partial re-protection is permitted on below interline carriers

Ticketed Origin / Destination	Re-route via	Interline Carrier	RBD for Interline Sector (Business Class)	RBD for Interline Sector (Economy Class)
MUC/FRA	FRA/MUC	LH	D,Z	L,Q,S,T
MUC/FRA	FRA/MUC	9B	F	Y
CAN	KUL	MH	C,D	L,M,N,S,V
CGK	KUL	GA	D	T,V
CMN	CAI	MS	J	E,H,W
NBO	DAR	KQ	D,I,Z	H,L,Q,T
GOI, JAI, LKO, CCJ	BOM, DEL, COK	AI	D,J	Q,T,U,V,W

Complete re-protection is permitted on QR in specific cases

Ticketed Origin / Destination	Complete itinerary Re-protection via QR	Interline Carrier	RBD for Interline Sector (Business Class)	RBD for Interline Sector (Economy Class)
IKA, MED, LGK, AKL, DPS, MLE, PEN, PEK, CTU, SYD, MEL, PER, ADL, CGK, PNH, RGN, HKT, KBV, CNX, SGN, ICN, RGN, HAN, KIX, HND, NRT, CMN, CPT, TUN, LAD, JRO, KGL, ADD, EBB, LOS, BNE	DOH	QR	U, R, I, D, C, J, Z	G, E, X, W, O, T, Q