

Commercial Policy – 16 March 2026

Dear Travel Trade Partners

Due to the ongoing force majeure circumstances, please find below the updated commercial policy applicable to eligible bookings.

INVOLUNTARY* changes :

- issued on WY ticket stock (910)

* Flights cancelled / delayed for more than two hours

Refund	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> • Refunds should be made to the original form of payment. • In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on a half round-trip basis. 										
Date Change	<p>One free additional date change is permitted in the same ticketed RBD as originally booked, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</p> <ul style="list-style-type: none"> • Travel dates should be within 30 days of originally booked dates • Passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation. 										
Re-routing	<p>One free change to the point of origin and/or destination is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> • Origin and/or destination may be changed to any point within the same country as originally booked. • Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country. • Bookings should be made in the same RBD as originally ticketed, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin. • Travel dates should be within 30 days of originally booked dates. <p>Examples:</p> <ul style="list-style-type: none"> • Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK. • Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT. <p>One free change of routing between the same origin and destination as ticketed is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> • Routings, applicable airlines, and RBDs should be exactly as per an existing WY published fare. • Travel dates should be rebooked with 30 days of originally booked dates. <p>Examples: A ticket issued as BOM MCT ZRH on WY may be re-routed as BOM – MCT (WY), MCT – FRA (WY), FRA – ZRH (WY*) or (LH)</p>										
Re-protection to OAL	<p>All sectors of an impacted itinerary may be re-protected on to OAL.</p> <ul style="list-style-type: none"> • Bookings should be made in the lowest available RBD within the same cabin. • The following carriers should be used for re-protection, with carriers in group 2 only being used where no acceptable option exists using carriers in group 1, or with carriers in group 3 only being used where no acceptable option exists using carriers in group 2 etc. <table border="1"> <tr> <td>Group 1</td> <td>Any WY* (WY marketed) flight</td> </tr> <tr> <td>Group 2 (oneworld carriers)</td> <td>AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL</td> </tr> <tr> <td>Group 3</td> <td>OS LH LX EN KL AF DL UA AC TG OD LO GA CI</td> </tr> <tr> <td>Group 4</td> <td>All other carriers not listed in groups 2, 3 or 5</td> </tr> <tr> <td>Group 5</td> <td>EY TK EK</td> </tr> </table>	Group 1	Any WY* (WY marketed) flight	Group 2 (oneworld carriers)	AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL	Group 3	OS LH LX EN KL AF DL UA AC TG OD LO GA CI	Group 4	All other carriers not listed in groups 2, 3 or 5	Group 5	EY TK EK
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Ancillary Refund/Change	Any ancillary products purchased as part of a booking may be refunded or changed in accordance with this procedure										
No-show fee waiver	No-show fees may be waived										



The following VOLUNTARY Rebook policy outlined applies for tickets:**

• issued on WY ticket stock (910) on/before 15 March 2026

** Flights not cancelled yet

For travel originating UK, EU/EEA and Switzerland to (not via) Oman and GCC***

***excluding JED/MED/TIF

Date Changes

For bookings until 31 March 2026:

- Free date changes are allowed within ticket validity.
- Rebooking for travel commencing until 31 May 2026 (exclusion applies), original duration of stay may be preserved. Rebooking permitted in the ticketed or lowest available RBD in the same cabin.
- Rebooking for travel commencing between 26 March-13 April 2026 or as of 1 June 2026 should be made in the same RBD as originally ticketed, original duration of stay may be preserved. In cases where the original ticketed RBD is not available, difference in fare should be collected.
- No-show fees may be waived for bookings cancelled prior to departure.

Change of Destination (Rerouting)

- The full value of the existing ticket may be applied towards the purchase of any WY fare of the same or higher value. Change Fees waived. Refund of residual value is not allowed.
- For Oman Air direct sales (Omanair.com, Call center, CTO/ATO) bookings, an EMD (transportation credit voucher) may be issued for the full value of the unused ticket(s).

Reissue/EMD issuance must be completed by 31 May 2026.

Refund

For bookings until 31 March 2026:

- Full refunds may be processed regardless of fare rules, with all refund penalties waived.
- Refunds may be made to the original FOP via GDS.
- In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on the fare break value basis.
- No-show fees may be waived for booking cancellation made prior to departure.

Groups from UK, EU/EEA and Switzerland to (not via) Oman and GCC***

- Same rules as above apply for date change and refund.
- An EMD (Group Deposit) for the combined value of all tickets may be issued towards future purchase.



The following VOLUNTARY REBOOK options apply for the rest of the network for guests ticketed for travel until 31 March 2026:**

***Flights not cancelled yet*

Date Changes

- Free date change allowed within ticket validity should be made in the same RBD as originally ticketed, original duration of stay may be preserved. In cases where the original ticketed RBD is not available, difference in fare should be collected.
- For No-show, standard rules apply.

Change of Destination (Rerouting)

- The full value of the existing ticket may be applied towards the purchase of any WY fare of the same or higher value. Change Fees waived. Refund of residual value is not allowed.
- For Oman Air direct sales (Omanair.com, Call center, CTO/ATO) bookings, an EMD (transportation credit voucher) may be issued for the full value of the unused ticket(s).

Reissue/EMD issuance must be completed by 31 May 2026.

Groups for rest of the network:

- Same rules as above apply for date change.
- An EMD (Group Deposit) for the combined value of all tickets may be issued towards future purchase.

Ancillaries

Ancillary products purchased in conjunction with a ticket covered by this policy may be changed or refunded in line with the same applicable conditions.

All other changes and refunds should be made in accordance with ticketed fare rules/conditions.

Endorsement

All tickets are to be re-issued or refunded with an endorsement "**MAR26-4**".