

# Commercial Policy – 09 April 2026

## Dear Travel Trade Partners

Oman Air is offering flexible options to support our guests travel plans. The options available depend on whether their flights have been impacted by a cancellation, schedule change or operating as per schedule.

### INVOLUNTARY\* changes :

\* Flights cancelled / delayed for more than two hours

- issued on WY ticket stock (910)

Refund	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> <li>• Refunds should be made to the original form of payment.</li> <li>• 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.</li> </ul>										
Date Change	<ul style="list-style-type: none"> <li>• One free date change is permitted within 30 days of originally booked date (s) 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.</li> <li>• One free date change is permitted after 30 days of originally booked date (s) in the same ticketed RBD as originally booked, original duration of stay may be preserved. In cases where the original ticketed RBD is not available, difference in fare, carrier imposed surcharges and taxes should be collected. Travel should be completed by 31 October 2026 or within ticket validity, whichever is earlier.</li> <li>• 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.</li> </ul>										
Re-routing	<p>One free change to the point of origin and/or destination is permitted using <b>any</b> routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> <li>• Origin and/or destination may be changed to any point within the same country as originally booked.</li> <li>• Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country.</li> <li>• 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.</li> <li>• Travel dates should be within 30 days of originally booked dates.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK.</li> <li>• Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT.</li> </ul> <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"> <li>• Routings, applicable airlines, and RBDs should be exactly as per an existing WY published fare.</li> <li>• Travel dates should be rebooked with 30 days of originally booked dates.</li> </ul> <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"> <li>• Bookings should be made in the lowest available RBD within the same cabin.</li> <li>• 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.</li> </ul> <table border="1" data-bbox="391 1763 1300 1936"> <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:

\*\* Flights not cancelled yet

- issued on WY ticket stock (910) on / before 28 February 2026—For travel period between 9 April and 30 April 2026\*\*\*

\*\*\* Departure flights originating on/after 9 April and on/before 30 April 2026, return flights can be later if issued on the same ticket.

### For travel originating UK, EU/EEA, Switzerland and Russia to (not via) Oman and GCC (excluding JED/MED/TIF )

#### Date Changes

- One Free date change allowed 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, carrier imposed surcharges and taxes should be collected.
- Travel should be completed by 31 October 2026 or within ticket validity, whichever is earlier.
- Reissue must be completed by 31 May 2026.

#### Refund

- As per ticketed fare rules/conditions for Seat Only bookings.
- Full Refund is allowed only for tickets issued as part of a 'Package Travel'.

**No-show fees** may be waived if the booking is cancelled more than **3 hours prior to departure**.

**All changes and refunds should be made in accordance with ticketed fare rules/conditions for tickets issued on WY ticket stock (910) on / after 1 March 2026.**

### For travel from/to the Rest of the Network

All after-sales (changes and refunds) should be made in accordance with ticketed fare rules/conditions.

#### Groups

- Same rules as above apply for date change and refund.

#### 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.

#### Endorsement

All tickets are to be re-issued or refunded with an endorsement "**APR26-2**".