



Commercial Policy — COVID-19 UPDATE 27th March 2020

(Superseding any previous policy issued)

Dear Trade Partner,

The following policy applies to all guests (except those on purely domestic itineraries) who are/were booked to travel after 01Feb2020, and have tickets issued on WY ticket stock (910).

DATE CHANGES: (for any tickets issued until 31May2020)

- Two free date changes are allowed within the validity of the ticket. Bookings should be made in the same RBD as originally booked.
 - If outbound sectors are rebooked, and the ticketed fare is no longer filed, ticket may be reissued against originally ticketed fare.
- Where the original RBD is not available, rebooking in a higher RBD is permitted however fare difference should be collected. Date change fee is still waived.
- Where the guest is not able to commit to a new travel date currently, ticket can be kept open/unassociated. Re-association to new travel dates should be done through Oman Air ticket offices/call centres only.
- Tickets issued in E class on/before 03Mar2020 for all routings *except* GCC-ISC v.v., intra-GCC and domestic should either be reissued against originally ticketed fare, or should be reissued against an O class fare with no ADC.
- The above guidelines should be applied to all sectors (online, codeshare, interline, domestic) of an itinerary regardless of operating carrier.

REROUTE: (for any tickets issued until 26Mar2020)

- One free re-route to any Oman Air destination is permitted (including destinations served by an Oman Air codeshare service operated by another carrier). Any difference in fare should be collected, but no other change fees should be collected.
- For travel until 29th Mar only, where a flight is cancelled and an option exists to re-route via another Oman Air gateway within the same region only, Interline partners to be utilised are as follows:

LH (book L,Q,S economy, D,Z business) AI (book Q T U V W economy, D,J business)

AF (book E,N,Q economy, Z business) TG (book H,K,S,T economy, Z business)

LX (book L,Q,S economy, D,Z business) MH (book L,M,N,S,V economy, C,D business)

KQ (book Y,Q,L economy, D,Z business) For other carriers, please contact HO Sales or RM

Please note that no other re-protection on to other carriers is permitted.

TICKET VALIDITY: (for any tickets issued until 26Mar2020)

- Ticket validity (validity from date of ticket issue) can be extended by twelve months at no additional cost.

REFUND: (for any tickets issued until 26Mar2020)

- Refunds may be processed as per ticketed fare rules only. Waiver of refund penalties, or refund of non-refundable tickets, is not permitted.
- Note that automatic refund functionality in GDSs' has been restricted. All refunds requests should be referred to Oman Air Call Centres.



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NO-SHOW FEES: (for any tickets issued until 26Mar2020)

1. When processing date changes, reroutes or refunds, any no-show fees incurred may be waived.

GROUPS:

1. Please refer to separate Group policy.

SUBSEQUENT CHANGES:

1. Guests should be advised that for any subsequent date changes or re-routings, original ticketed fare rules needs should be applied.

ANCILLARY:

1. Can be used for future travel in case unutilized.

ADMINISTRATION FEES:

1. No admin fees or service charges to be applied on any transactions using this policy.

ENDORSEMENT REMARKS:

1. All tickets changed in accordance with this policy should be endorsed with

“INVOL CHANGE DUE TO COVID”.

For further information please contact Trade Support team or your Account Manager