

COVID-19 REBOOKING POLICY

Due to the current situation, Oman Air has introduced greater flexibility to our rebooking procedures. The procedure outlined here can be applied to ALL tickets:

1. Ticketed on/before 31st March 2021 and
2. Originally booked for outbound travel on/after 01st Feb 2020

DOES THE GUEST WISH TO REBOOK (EITHER NOW OR LATER) OR REQUEST A REFUND?

Rebook Now

Rebook Later

Refund

Rebook to same destination and original RBD is available

Rebook to same destination and original RBD is NOT available
OR
Rebook to new destination

1. Create new PNR if original PNR is expired
2. Reissue ticket*
3. Date change and no show fees are waived
4. Outbound travel may be up to 24 months from date of original ticket issuance

*If original fare is no longer filed, manually reissue against originally ticketed fare

1. Reprice itinerary
2. Collect any additional fare
3. Reissue ticket
4. Date change and no show fees are waived
5. Outbound travel can be up to 24 months from date of original ticket issuance
6. All rebooking should be completed by 30th June 2021

1. When guest is ready to rebook, create new PNR if original PNR is expired
2. If required, a retention sector may be inserted in the PNR to keep PNR active.
3. Keep ticket open until guest is ready to rebook

1. Submit refund request in BSP Link once ticket has expired (12 months from date of original ticket issuance)
2. All refund penalties to be waived
3. Please expect delays in processing of refund requests due to current exceptional volumes

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. No ticket endorsement is required for changes made in accordance with this policy.

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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.

INTERLINE OPTIONS

Ticketed Origin / Destination	Re-route via	Interline Carrier	RBD for Interline Sector (Business Class)	RBD for Interline Sector (Economy Class)
CDG, MUC, ZRH, MIL	FRA	LH	D,Z	L,Q,S,T
MUC	FRA	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
BLR, CCJ, GOI, HYD, JAI, LKO, MAA, TRV	BOM, DEL, COK	AI	D,J	Q,T,U,V,W