

Dear Trade Partner,

This policy applies to all ticket/documents issued on WY ticket stock (910) which were booked to travel on/after 1st February 2020 and were issued on/before 31 August 2021.

DATE CHANGES:

1. Unlimited 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, please contact uk.res@omanair.com for waitlist confirmation. Please note confirmation may not be possible on high demand flights.
 - In cases where the waitlist confirmation not available, rebooking in a higher RBD is permitted however fare difference should be collected. Date change fee is still waived.
 - In case of partially utilized tickets where maximum stay fare rule has been exceeded, maximum stay can be extended up to two years.
2. 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 can be done through Oman Air London office uk.res@omanair.com. Rebooking should be completed by 31st December 2021.
3. The above guidelines should be applied to all sectors (online, codeshare, interline, domestic) of an itinerary regardless of operating carrier.

REROUTE:

1. 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.
2. Re-routing to or from another Oman Air destination within the same region as ticketed is permitted at no ADC. For example, a ticket issued as CDG – MCT – JAI may be re-routed as FRA – MCT - DEL. For further information on Re-route, please contact uk.res@omanair.com

TICKET VALIDITY:

1. Ticket validity (validity from date of ticket issue) can be extended up to 24 months at no additional cost.

REFUND:

Full refunds may be processed regardless of ticketed fare rules, with all refund penalties waived. This applies to both refundable and non-refundable tickets.

1. Where refunds are made to the original form of payment, requests should be submitted to Oman Air through BSP Link with correct refund values.
 - Note that automatic refund functionality in GDSs' has been disabled until further notice.
 - In cases where tickets have been partially utilized, 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. Applications with Incorrect BSP values will be rejected and require to reapply.
 - Tickets with an expiry date within COVID policy period (but with last date of travel prior to COVID policy period, may be refunded but applicable fare rules apply.
2. Please note that for both refundable and non-refundable tickets, 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 can be done through Oman Air London office if required. Kindly contact uk.res@omanair.com

NO-SHOW FEES:

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

ANCILLARY:

1. Ancillary products may be refunded as per the refund policy outlined above, or can be used for future travel in case unutilized.

INTERLINE/GROUPS:

1. Please contact Oman Air Trade support for further assistance