

# Oman Air Complimentary COVID-19 Coverage



## FAQs

Oman Air is pleased to extend the Complimentary COVID-19 Coverage which includes:

- COVID-19 Medical Coverage up to 120,000 EUR.
- Quarantine Accommodation Cost up to 100 € per day for 14 Days Maximum.
- Repatriation Assistance If diagnosed with COVID-19.
- Assistance in the event of a covered person's death.

### ➤ Who's Covered?

Any passenger **issued his ticket effective** October 1<sup>st</sup> 2020, and *travelling between* 01 Oct 2020 and **31 December 2021**.

Any Passenger means Adult, Child and Infant.

### ➤ Who's Not Covered?

- Old Tickets issued before 01 Oct 2020.
- Exchanged or Reissued Tickets where original ticket issued before 01 Oct 2020.

### ➤ Highlights:

- **New:** The coverage now includes Oman resident cardholders (expats) who are required to present medical coverage for their destination and return to Oman, if travel is completed within 31 days
- **Important Note:** Omani and GCC nationals do not require Covid-19 insurance, as per the directive issued by Oman's Supreme Committee for COVID-19 safety.
- PCR or COVID-19 Test is not covered under this complimentary coverage.
- Passenger cannot pay and claim payment later, once PCR test marks positive he must call below numbers:

Assistance Hotline Number	WhatsApp	Email
+971 42708705	+971 56 358 9937	<a href="mailto:COVID19assistance@nextcarehealth.com">COVID19assistance@nextcarehealth.com</a>

- Above are 24/7 Assistant Number, Passenger will receive the needed help in maximum 1 Hour from calling them.
- Oman Air has nothing to do with Passenger in case of coverage, all relationship must be through above addresses.
- Policy Number is the same as Ticket number.
- Passenger **MUST** print/save his Terms and Condition to proof the Coverage Validity.

For internal use only: in case you need any assistant, please contact one of below:

- [Ancillary@omanair.com](mailto:Ancillary@omanair.com)
- [ecommerce@omanair.com](mailto:ecommerce@omanair.com)

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### ➤ General FAQs by Passenger:

#### 1. 1 What type of cover is provided with Oman Air COVID-19 Coverage?

- Emergency Medical Assistance related to being diagnosed with COVID-19, covering the medical expenses for the treatment, medication, repatriation assistance and quarantine accommodation costs.

#### 2. What are the limits of this cover?

- The medical expenses limits are up to 120,000€ in addition to 1,400€ for quarantine accommodation expenses.

Please refer to [terms and conditions](#)

#### 3. Am I entitled to claim the cost of the COVID-19 test?

- No, you will not be covered for the cost of PCR tests.

#### 4. Are there any exclusions?

- Yes, please refer to the full [terms and conditions](#).

#### 5. How can I subscribe to benefit from this cover?

- Subscription is not required, you will be automatically covered when you have a valid E-ticket from Oman Air and used the first sector of your Oman Air ticket.

#### 6. I am travelling to Oman and I have Residency Visa, Will I be covered?

If you are returning to Oman under a valid resident visa, and diagnosed with the COVID-19, you can benefit from this cover for any medical cost related to COVID-19 up to 31 days after arrival to Oman.

#### IMPORTANT

Omani and GCC nationals and holders of Free Medical Treatment Cards do not require Covid-19 insurance, as per the directive issued by Oman's Supreme Committee for COVID-19 safety.

#### 7. I am resident in Oman and I am travelling to my home country, Will I be covered?

- If you have been resided in Oman or in any other countries for the past 6 months, and you travelling to your home country, you will be benefiting from this Complimentary COVID-19 Coverage.

#### 8. How can I know my Policy Number?

- If you have been asked for policy number, please use your ticket number, it will be your reference and policy number. Ticket must start with "910".

#### 9. I have a ticket issued before 1 Oct 2020, will I be covered automatically?

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- This Complimentary Coverage is for newly issued tickets from Oct 1<sup>st</sup> onward, if you have an old ticket and the destination you travel to is requiring COVID-19 Insurance, you are kindly requested to issue an insurance policy separately.

### **10. Is this cover valid in my home country?**

- No, you are covered wherever you travel, outside your home country – which is the country where you reside more than 180 days per year, with an exception to Oman residents returning to Oman under a valid resident visa. (Please refer to the T&Cs for more information).

### **11. What is the duration of cover?**

-This cover is valid for 31 days from the first day of your journey.

### **12. Am I covered if I have a one-way ticket?**

- Yes, cover will be valid up to 31 days after your arrival to your destination.

### **13. Am I still covered if I continue my journey to another city using a different mode of transport?**

- Yes, you will be covered for 31 days if you continue your journey by car, train or flight to another country outside your home country.

### **14. Am I still covered if I am traveling on a codeshare flight on another airline?**

You will be covered if you bought your ticket from Oman Air - whether on omanair.com or via a travel agent. You will qualify for the COVID-19 Assistance whether your flight was operated by Oman Air or by one of our codeshare partners. If you purchased your ticket from another airline or a codeshare partner airline, you will not be covered.

### **15. Is there an age limit for this cover?**

-No age restrictions for this cover

### **16. Am I covered if I use my Sindbad miles to purchase the ticket?**

- Yes, the cover will be valid.

### **17. Can I settle my own expenses related to COVID-19 and then reclaim my expenses?**

- No, please contact Oman Air COVID-19 Assistance team and they will arrange for the medical assistance service.

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### 18. How can I request for Assistance?

- If you are diagnosed with COVID-19 during your trip, you have to contact Oman Air COVID-19 Travel Assistance as soon as possible:

**Call:** +971 42708705

**WhatsApp:** +971 56 358 9937

**Email:** [COVID19assistance@nextcarehealth.com](mailto:COVID19assistance@nextcarehealth.com)

The Medical services which have not been organized by Oman Air COVID-19 Assistance which is managed by NEXTCARE Claims Management LLC (NEXtCARE) will not be reimbursed.

### 19. Is pre-approval required to benefit from this cover?

- Yes you must obtain pre-approval from Oman Air COVID-19 Assistance team.

### 20. What documents do I need to submit if I have tested positive for COVID-19?

- The following documents are mandatory to avail the cover:

- a) Your E-Ticket and Boarding pass
- b) Passport, including residency page, if applicable
- c) COVID-19 positive test result dated after the date of departure
- d) Your contact details

It is mandatory to contact Oman Air COVID-19 Assistance Team immediately in case you tested positive for COVID-19.

### 21. Who will be reviewing my personal information after I submit my documents to Oman Air Complimentary COVID-19 Coverage?

- NEXtCARE who will be arranging assistance and handling your claims. Oman Air may also share some of your details to NEXtCARE in order to verify your identity and dates of travel.

### 22. Can I request for cover extension beyond the 31 days?

- No, cover extension is not possible for this cover