



Commercial Policy — COVID-19 UPDATE 4th May 2020

(Superseding any previous policy issued) Page 1 of 2

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) issued on/before 31 May 2020.

DATE CHANGES:

- 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. Where original RBD is not available, please refer to point 3. Date change fee is still waived. Oman Air is unable to assist with any class clearance.
- Where the guest is not able to commit to a new travel date currently (due to RBD not available or unsure of travel date), ticket can be kept open/un-associated. Re-association to new travel dates can be done through Oman Air ticket offices/call centres if required.
- 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:

- 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.
- Where 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 any other carrier is permitted.

TICKET VALIDITY:

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



Commercial Policy — COVID-19 UPDATE 4th May 2020 (Superseding any previous policy issued) Page 2 of 2

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. Refunds may be made in the form of an EMD/voucher for future transportation (valid for 12 months from date of voucher issuance), or to the original FOP of payment.

- Where refunds are made in the form of an EMD/voucher, these may be processed immediately by Oman Air CTOs.
- Where refunds are made to the original form of payment, requests should be submitted to Oman Air through BSP Link. Kindly note that heavy delays due to volume of cash refund requests through BSP is to be expected (Approx. 6 months).

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/un-associated. Re-association to new travel dates can be done through Oman Air ticket offices/call centres if required.

NO-SHOW FEES:

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

GROUPS:

1. Contact uk.res@omanair.com for separate groups 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. No refund permitted.

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”.