

# Schedule Change Policy

## Dear Travel Trade Partner

This policy enables you to handle all cases where a significant change to an Oman Air schedule takes place in advance of travel. These changes are referred to as involuntary changes.

It also outlines options and details of flexible rebooking conditions that may apply from time to time where Oman Air's schedule is unchanged, but where extraordinary situations may prevent a passenger from travelling as planned; these conditions would only apply when specifically notified by Oman Air. These changes are referred to as voluntary changes.

This policy only applies to bookings where tickets have been issued on WY (910) ticket stock, regardless of the operating carrier.

## Process and Ticket Endorsement

- In case of involuntary change, reprotection\* will be done (where possible) and PNRs will be queued to the applicable PNR owner.
- For bookings made/tickets issued, all changes to PNRs and ticket re-issuance, should be completed.
- No Admin fees or service charges are to be applied to any transactions using this procedure.

Tickets changed by this procedure should be endorsed as follows:

Type of Changes	Terms	Utilization	Endorsement example
Involuntary Changes	<b>SKCHG</b> Planned long-term schedules (beyond 72hr)	Reissue after the cancellation of WY flight (WY and codeshare flights)	SKCHG + affected flight number/date: • SKCHG WY225/03MAY
		Reissue or refund after cancellation or change of OAL flight	SKCHG + affected flight number/date + CNXOAL • SKCHG UA1234/03 MAY CNXOAL
	<b>INVOL</b> Unplanned short-term schedules (within 72hr)	Reissue or refund after the cancellation or change of any part of itinerary	INVOL + affected flight number/date • INVOL WY225/03MAY
Voluntary Changes		Reissue or refund after the cancellation of WY flight, codeshare flight, and OAL after applicable Rebooking Flexibility Notice	• CHG DUE FLEX BKG POLICY REF XXXX (where XXXX is the reference of the applicable Flexibility Booking Notice)
Equipment Changes		Reissue or refund due to aircraft change	EQTCHG + affected flight number/date • EQTCHG WY225/03MAY

This procedure may only be applied to bookings where the following conditions apply:

- Tickets are issued booking issued on WY ticket stock (910).

## Group Bookings:

Kindly contact Oman Air.

## Involuntary Changes

### Definition

Any change to a passengers' itinerary resulting from a change in Oman Air's schedule (or another airline's schedule, where this is part of a single-ticketed itinerary including an Oman Air flight), which results in a change to the departure or arrival time of two hours or more.

### Flexibility which may be applied in such cases:

<b>Refund</b>	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> <li>• Refunds should be made to the original form of payment.</li> <li>• In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on a half round-trip basis.</li> </ul>										
<b>Date Change</b>	<p>One free additional date change is permitted in the same ticketed RBD as originally booked, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</p> <ul style="list-style-type: none"> <li>• Travel dates should be within 30 days of originally booked dates</li> <li>• Passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation.</li> </ul>										
<b>Re-routing</b>	<p>One free change to the point of origin and/or destination is permitted using <b>any</b> routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> <li>• Origin and/or destination may be changed to any point within the same country as originally booked.</li> <li>• Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country.</li> <li>• Bookings should be made in the same RBD as originally ticketed, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</li> <li>• Travel dates should be within 30 days of originally booked dates.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK.</li> <li>• Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT.</li> </ul> <p>One free change of routing between the same origin and destination as ticketed is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> <li>• Routings, applicable airlines, and RBDs should be exactly as per an existing WY published fare.</li> <li>• Travel dates should be rebooked with 30 days of originally booked dates.</li> </ul> <p>Examples: A ticket issued as BOM MCT ZRH on WY may be re-routed as BOM – MCT (WY), MCT – FRA (WY), FRA – ZRH (WY*) or (LH)</p>										
<b>Re-protection to OAL</b>	<p>All sectors of an impacted itinerary may be re-protected on to OAL.</p> <ul style="list-style-type: none"> <li>• Bookings should be made in the lowest available RBD within the same cabin.</li> <li>• The following carriers should be used for re-protection, with carriers in group 2 only being used where no acceptable option exists using carriers in group 1, or with carriers in group 3 only being used where no acceptable option exists using carriers in group 2 etc.</li> </ul> <table border="1" data-bbox="384 1694 1295 1860"> <tr> <td>Group 1</td> <td>Any WY* (WY marketed) flight</td> </tr> <tr> <td>Group 2 (oneworld carriers)</td> <td>AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL</td> </tr> <tr> <td>Group 3</td> <td>OS LH LX EN KL AF DL UA AC TG OD LO GA CI</td> </tr> <tr> <td>Group 4</td> <td>All other carriers not listed in groups 2, 3 or 5</td> </tr> <tr> <td>Group 5</td> <td>EY TK EK</td> </tr> </table>	Group 1	Any WY* (WY marketed) flight	Group 2 (oneworld carriers)	AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL	Group 3	OS LH LX EN KL AF DL UA AC TG OD LO GA CI	Group 4	All other carriers not listed in groups 2, 3 or 5	Group 5	EY TK EK
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<b>Ancillary Refund/Change</b>	<p>Any ancillary products purchased as part of a booking may be refunded or changed in accordance with this procedure</p>										
<b>No-show fee waiver</b>	<p>No-show fees may be waived</p>										

## Voluntary Changes

### Definition

**Rebooking Flexibility Notices** Oman Air will issue rebooking flexibility notice for reasons such as significant weather events, political disturbances or civil unrest, industrial action affecting airport or airline operations, natural disasters, other states of emergency, or any kind of force-majeure situation.

<b>Refund</b>	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> <li>• Refunds should be made to the original form of payment.</li> <li>• In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on a half round-trip basis (refund amount should be 50% of the applicable return fare of the refunded sectors).</li> </ul>
<b>Date Change</b>	<p>One free additional date change is permitted in the same ticketed RBD as originally booked, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</p> <ul style="list-style-type: none"> <li>• Travel dates should be within 30 days of originally booked dates</li> <li>• Passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation.</li> </ul>
<b>Re-routing</b>	<p>One free change to the point of origin and/or destination is permitted within the Oman Air online or oneworld network (including QYG) as follows:</p> <ul style="list-style-type: none"> <li>• Origin and/or destination may be changed to any point within the same country as originally booked.</li> <li>• Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country.</li> <li>• Bookings should be made in the same RBD as originally ticketed, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</li> <li>• Travel dates should be within 30 days of originally booked dates.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK.</li> <li>• Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT.</li> </ul>
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