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On Arrival Info

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Helping for smooth transition from our aircraft to airport

Reaching your final destination; be it your home, the start of a vacation or the beginning of a business trip is an exciting time and we want to help you with a smooth transition from our aircraft through the airport. Here are some reminders that may be helpful:

Stay Seated Until the Aircraft has Come To a Full Stop

As the aircraft approaches the gate, it will be moving slowly as it is guided into position by Oman Air's ground crew. While it may even come to a stop along the way, for your safety it is important to stay seated with your seatbelt fastened until the pilot turns off the seatbelt sign.

Take Care Opening the Overhead Bins

It's common for the luggage in the overhead bins to shift slightly during flight. We advise you to carefully open the overhead lockers, especially if someone is standing directly underneath the bin while you are opening it. You'll also want to check the back of the overhead locker for smaller items, which may have moved during flight.

Waiting for the Air Bridge to be secured

Oman Air customer service agents meet each arriving aircraft and are responsible for securing the air bridge, which connects the aircraft to the terminal. It typically takes a few minutes to securely position the bridge to the aircraft door so you can exit the aircraft safely.

Certain airports do not have this facility, but instead passenger steps are at disposal

Clearing through the immigration

The acceptance of entry documents may differ between country of original departure and country of destination. Each country has its own governing rules regarding entry permit to its visitors. Although a visa is generally adequate, it does not always guarantee entry. It only certifies that a passport is registered by the visa issuing authorities. The final consent to enter the country concerned is up to the immigration authorities on arrival. If the holder of the passport does not complete e.g. the conditions for tourists, the passenger may be rejected by the immigration authorities, even if holding visa.

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In case of any such deportation, Oman Air bears no responsibility for having transported such passengers. The return journey would have to be borne by them.

Claiming Your Checked Luggage

You will be able to retrieve your checked luggage from the Baggage Claim area of the airport. Flight's origination city and the baggage carousel number on a terminal screen located in the Baggage Claim area. Luggage is generally available at the carousel approximately 15 minutes after the flight's arrival time. Since many models of luggage are quite similar we recommend that you inspect your bags closely to make sure you claim your own bags.

Baggage Clearance

The procedure for baggage clearance is not internationally standardized. Customs rules and regulations vary from country to country. Baggage is cleared at the first airport of entry or at the airport of final destination within one country. The travel circumstances of a passenger usually determine the place of clearance. Customers arriving to their final destination would be able to clear the baggage, while customers in transit would not.

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