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General Questions

If you have any unanswered questions about Oman Air and our services and need help, please select the appropriate category for more information. You may go to our feedback and enquiry section if you are unable to find what you are looking for here. Oman Air is pleased to provide the information that you require.

What time should I arrive at the airport?

The amount of time needed to complete all check-in requirements varies depending on your itinerary. Refer to our check in section for additional information.

Will I be able to check in for both my outbound and returning flights, if I return in less than 24 hours?

No.

Why am I required to provide infant information for Flight Check-In?

Oman Air collects this information to have an accurate record of all passengers onboard the aircraft.

If I left an item on my flight or at the airport, how do I contact Lost and Found office?

If you left an item at the airport or on your flight, you will need to contact the Lost and Found office of the airport from or to which you were traveling.

What are the guidelines for traveling on Oman Air while pregnant?

Please Refer to Expectant Mothers Information.

Can I make a reservation for anyone?

Yes, to book a reservation for someone other than yourself, enter their name in the details you give your booking Agent. Tickets will be issued in their name.

Can I request special assistance when making my reservation?

Yes. Please contact your travel agent or Oman Air office for all your special needs when making reservations.

What is electronic ticketing?

Electronic ticketing allows you to travel without the use of paper tickets. Ticket information is electronically stored, and you receive only a confirmation of your itinerary and receipt.

Does Muscat International Airport have a Duty Free Allowance?

Yes. To learn more please click on the following link:
<http://www.muscatdutyfree.com/customs-allowance>

Arriving at Muscat International Airport

All Oman Air flights to Muscat land at Muscat International Airport on the sea of Oman coast, 20 miles west of Muscat's city centre. After arriving into Muscat, take a taxi to the centre, passing turquoise sea on one side and distant desert mountains on the other. Haggle at the souk market in Muscat's Muttrah district. Absorb the lingering scent of spices, sandalwood and frankincense then join Muscat locals strolling along Muscat's waterfront promenade, the Corniche.

How do I get to/from Muscat International Airport?

Taxis await flights outside Muscat airport's terminal. Agree the fare before you get in, though. Or pay at the taxi counter just outside the Arrivals hall, which has fixed rates to hotels and areas of Muscat. Many of Muscat's hotels lie on the coast between Muscat International Airport and downtown Muscat. For a cheaper option after your Muscat-bound flight, walk to the roundabout where minibuses stop on their way to central Muscat.

Does Oman Air have a First Class Lounge?

Yes. Oman Air has 1 dedicated First Class Lounge - Muscat. To access this lounge, you must have a First Class ticket on Oman Air.

The lounge offers an exceptional standard of hospitality and comfort all within a uniquely

modern design but retaining the key elements of the Omani culture and heritage.

Located on the 1st floor of the departure terminal at Muscat International Airport (after the immigration counters), the Lounge offers the following services:

- Experienced team of customer service staff on hand to look after your every need.
- Personal chef to prepare a refreshment or full dining experience.
- Fully stocked bar offering alcoholic and non alcoholic drinks.
- Relaxation rooms – with chase Lange and dimmed lighting options.
- Daily selection of international newspapers and magazines.
- Full HD satellite TV entertainment systems.
- Shower rooms with bath robes, towels, toiletries, shaving kits and Amouage perfume.
- Baby changing facilities.
- Disabled access with dedicated bathrooms and showers.
- Full free WIFI internet access.
- Business centre with full facilities.
- Male & female prayer rooms.
- Complimentary 15 minute massage from our lounge Spa.
- Limousine Service from the First lounge to your aircraft with personal chauffer.

Does Oman Air have a Business Class Lounge?

Yes, the Business Class Lounge - Muscat is exclusively for Oman Air's Business Class Customers. The lounge offers an exceptional standard of hospitality and comfort all within a uniquely modern design but retaining the key elements of the Omani culture and heritage.

The Lounge - located on the 1st floor of the departure terminal (after the immigration counters), the Lounge offers the following services:

- Experienced team of customer service staff on hand to look after your every need.
- Extensive offering of snacks and full dining options from our "show piece" buffet and dining area.
- Fully stocked bar offering alcoholic and non alcoholic drinks.
- Quiet lounge area – with relaxation chairs & dimmed lighting.
- Daily selection of international newspapers and magazines.
- Full HD satellite TV entertainment systems.
- Shower rooms with bath robes, towels, toiletries, shaving kits and Amouage perfume.
- Children's play room, with toys, movies and PSP games.
- Baby changing facilities.
- Disabled access with dedicated bathrooms and showers.
- Full free WIFI internet access.
- Business centre.
- Male & female prayer rooms.
- Complimentary 15 minute massage from our lounge Spa.

Note * Those passengers holding Sindbad Gold or Silver & travelling in Economy will be eligible for lounge facilities offered within the Majan Lounge on the ground floor of the departure terminal (after the immigration counters).

Flight Upgrade - Frequently Asked Questions

How can I purchase an upgrade?

Guests travelling on Oman Air flights can avail of last minute upgrades at extras.omanair.com. On the website, you will be requested to enter your last name and PNR to request an upgrade.

For upgrade requests made more than 26 hours prior to flight departure, you will select your desired flight and place a bid amount for the flight along with entering your payment details. 26 hours prior to departure, you will be notified on the status of your upgrade request.

For upgrade requests made less than 26 hours prior to flight departure, you will select your desired flight and agree to a set price for the upgrade along with entering your payment details. You will be notified on the status of your upgrade request within minutes of your request.

If you used a credit card to make the payment, your card will be debited once the upgrade is granted. If you used a debit card to make the payment, your card will be debited upon the upgrade request.

How much does an upgrade cost?

Upgrades start at \$70 but prices vary dependent on flight time and season. Guests are encouraged to visit extras.omanair.com to determine the price of an upgrade for the desired flight.

When will the upgrade be confirmed?

For upgrade requests made more than 26 hours prior to flight departure, you will be notified on the status of your upgrade request. For upgrade requests made less than 26 hours prior to flight departure, you will be notified on the status of your upgrade request within minutes of your request.

What Business Class services are included in an upgrade?

Guests travelling on an upgrade will be entitled to a Business Class seat onboard and Business Class meal (if available) along with extra baggage allowance in line with the particular flight segment.

Complimentary Lounge access & Chauffeur services are not available to upgraded passengers.

To learn more, please refer to Flight Upgrade

Extra Legroom - Frequently Asked Questions

How can I purchase a seat with extra legroom?

Guests travelling on Oman Air flights can apply to purchase an extra legroom seat (exit or front rows seat) via extras.omanair.com. On the website you will be requested to enter your last name and PNR, then to select the desired flight, whereupon you will be directed to the payment page to enter your card details. Following payment, your seat will be processed 24 hours prior to flight departure or instantly if departure is in less than 26 hours.

Your card will be debited at the time of sign up.

How much does a seat with extra legroom cost?

Prices vary depending on the destination. Guests flying from Asia Pacific & Europe to Muscat and vice versa will be charged OMR 15 (\$39), while guests flying all other routes to and from Muscat will be charged OMR 5 (\$13).

When will my seats be confirmed?

For extra legroom seats requested more than 26 hours prior to flight departure, your seat will be assigned 26 hours prior to flight departure while all other seat requests will be made within minutes of your requests.

Which seats are available for sale?

Guests can avail of Exit Seats and Front Row/Bulkhead seats in Economy Class.

How can guests travelling with infants reserve seats with bassinets?

Guests travelling on Oman Air flights can purchase bassinet seats via extras.omanair.com, where you will be requested to enter your last name and PNR.

Can I purchase assigned seats at the airport?

Guests who have not checked-in may purchase a seat on extras.omanair.com at their Airport and are to directly approach one of the check-in desk prior to receiving their seat should they face any issues.

Can I pay by cash at the ticket desk?

No. Guests must sign up for a seat online and pay using a debit or credit card.

Who can airports or sales teams contact?

Airport teams can contact operations@optiontown.com.

Guests can contact the WY call center or check extras.omanair.com.

What fare class and RBDs can avail of a seat with extra legroom?

All fare classes in Economy Class are eligible to purchase Extra Legroom Seats.

Does Oman Air offer Sindbad Miles or discounts with Extra Legroom? Can Sindbad Members use their Miles to redeem?

No. We don't offer this arrangement.

How can I select an Extra Legroom seat for a single guest in a PNR?

We don't currently offer this functionality. PNR must be split to allow this.

Can I purchase Extra Legroom on through routes e.g. LHR-BKK?

Guests travelling on more than two flight legs can purchase a seat with extra legroom on each flight leg.

Can I avail a seat with extra legroom after I have checked-in?

Guests who have checked online may be eligible for a seat with extra legroom. You are advised to contact the airport check-in desk for assistance.

Do MEDA guests have to pay for Extra Legroom seats?

If the seat has not been pre-assigned, MEDA guests who arrive at the airport must pay to reserve a seat with extra legroom.

To learn more, please refer to Extra Legroom

Couldn't find the information you were looking for? Send us your feedback.

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