Issue Number:	37/2025		GON Type / Purpose	
Issue Date:	**18/06/2025**	**GROUND OPERATIONS NOTIFICATION**		
Effective Date:	Immediate		✓	**New**
Validity	**Until Further Notice**			
Manual Reference	**PSM 2.11, 3.3, 4.2.9, 4.4.4**			**Amendment / Update**

OMAN AIR السطيران العماني

WY- one world **Alliance Update**

We are pleased to announce that, as of June 30-2025, Oman Air will become a full member of the **one**world alliance. Updated sections in the Guest Service Manual (GSM), including **one**world updates, lounge access, baggage allowance on OA tickets, and excess baggage charges under the piece concept, are attached with this notification. This information will be included in the next main revision (Rev3) of the GSM.

Note: We will begin recognizing top-tier guests at the **one**world alliance tier level and providing applicable service benefits starting **from June 18, 2025.**

ASM are advised ensure that all frontline staff are briefed accordingly and adhere strictly to these updates to avoid any inconvenience to our elite tier guests.

This GON is issued under the authority of the Function Head – GO and is applicable to hub and network airports.

Sd/-
Standard & Procedures
Ground Operations
Oman Air
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GUEST SERVICES MANUAL

Revision Number: 3

Revision Date:17 June

2025

List of Changes

Highlights

Location	Reason for change	Status
3.3.1 - Introduction to oneworld		NEW
3.3.2 - Member Airlines		NEW
3.3.3 - oneworld Tier Status		NEW
3.3.4 - oneworld and WY Tier Benefits		NEW
3.3.5 - Involuntary Upgrade Matrix		NEW
3.3.6 - oneworld tier levels on Sindbad frequent flyer card		NEW
3.3.7 - Earning oneworld Tier Status and Award Miles		NEW
3.3.8 - System Configuration for Tier Level Recognition		NEW
3.3.9 - Tier Level Discrepancy Handling		NEW
3.3.10.1 - Introduction		NEW
3.3.10.2 - Definition of oneworld Through-Services		NEW
3.3.10.3 - Transfer Baggage		NEW
3.3.10.4 - Interline Excess Baggage and Electronic Miscellaneous Documents (EMDs)		NEW
3.3.10.5.1 - Priority Baggage Delivery		NEW

Structural highlights

Location	Reason for change	Status
3.3 - oneworld	oneworld created	NEW
3.3.1 - Introduction to oneworld	Introduction to oneworld created	NEW
3.3.2 - Member Airlines	Member Airlines created	NEW
3.3.3 - oneworld Tier Status	oneworld Tier Status created	NEW
3.3.4 - oneworld and WY Tier Benefits	oneworld and WY Tier Benifits created	NEW
3.3.5 - Involuntary Upgrade Matrix	Involuntary Upgrade Matrix created	NEW
3.3.6 - oneworld tier levels on Sindbad frequent flyer card	oneworld tier levels on Sindbad membership card created	NEW
3.3.7 - Earning oneworld Tier Status and Award Miles	Earning oneworld Tier Status and Award Miles created	NEW
3.3.8 - System Configuration for Tier Level Recognition	Identification Of Frequent Flyer created	NEW
3.3.9 - Tier Level Discrepancy Handling	Tier Level Discrepancy Handling created	NEW
3.3.10 - oneworld Baggage Policy and Procedures	oneworld Baggage Policy & Procedures created	NEW
3.3.10.1 - Introduction	Introduction created	NEW
3.3.10.2 - Definition of oneworld Through-Services	Definition of oneworld Through-Services created	NEW
3.3.10.3 - Transfer Baggage	Transfer Baggage created	NEW
3.3.10.4 - Interline Excess Baggage and Electronic Miscellaneous Documents (EMDs)	Interline Excess Baggage & Electronic Miscellaneous Documents (EMDs) created	NEW
3.3.10.5 - Priority Baggage Delivery	Priority Baggage Delivery created	NEW
3.3.10.5.1 - Priority Baggage Delivery	Priority Baggage Delivery created	NEW

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3 Special & Additional Need Passengers

3.3 oneworld

3.3.1 Introduction to oneworld

As of 30th June 2025 Oman Air is a full member of the **one**world global airline alliance. **one**world is a premier airline network comprising leading carriers from around the world, offering extensive connectivity and premium service across over 900 destinations in more than 170 countries and territories.

WY will begin to recognize top tier guests at **one**world alliance tier level and provide applicable service benefits effective **18th June 2025.**

3.3.2 Member Airlines

Guests flying with Oman Air now benefit from seamless services with the following **one**world partners

- Alsaka Airlines (AS - 027)
- American Airlines (AA- 001)
- British Airways (BA - 125)
- Cathay Pacific (CX -160)
- Finnair (AY -105)
- Fiji Airways (FJ - 260)
- Iberia (IB -075)
- Japan Airlines (JL -131)
- Malaysia Airlines (MH -232)
- Qantas (QF -081)
- Qatar Airways (QR -157)
- Royal Air Moroc (AT -147)
- Royal Jordanian (RJ -512)
- Srilankan Airlines (UL -603)

3.3.3 oneworld Tier Status

oneworld offers three (03) elite status tiers, each providing a range of benefits to enhance the travel experience. Each airline's top tiers are aligned with these **one**world tiers for easy customer identification and to provide the specified **one**world tier benefits.

Tier Level	Gemstone

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Emerald	 **Figure 3.3.3-1:**
Sapphire	 **Figure 3.3.3-2:**
Ruby	 **Figure 3.3.3-3:**

The top two Sindbad tiers are mapped to the **one**world tiers as follows:

WY Sindbad	**one**world
Gold (GLD)	Sapphire (SPH)
Silver (SIL)	Ruby (RBY)

3.3.4 oneworld and WY Tier Benefits

Benefits	Sindbad Gold (SPH)	Sindbad Silver (RBY)	Oneworld EMD	Oneworld SPH	Oneworld RBY
Extra Baggage Allowance*	15 kg/1 PC**	10 kg/1 PC* *	20 kg/1 PC**	15 kg/1 PC**	10 Kg/ 1 PC
Lounge Access (Business Class)	Y	Y	Y	Y	N
Lounge Access (First Class)	N	N	Y	N	N
Priority Check-in	Y (Business/ Priority)	Y (Business/ Priority)	Y (First/ Business/ Priority)	Y (Business/ Priority)	Y (Business/ Priority)
Priority Baggage	Y	Y	Y	Y	Y
Priority Boarding	Y (Zone 1)	Y (Zone 1)	Y (Zone 1)	Y (Zone 1)	Y (Zone 1)
Priority Waitlist/ Standby	Y	Y	Y	Y	Y
Access to Standard/ Prefered Seats	Y + companions	Y	Y + companions	Y + companions	Y
Access to Front Row/Exit Seats	Y	N	Y	Y	N

The extra baggage allowance will be applicable to all fare types, including Super Saver, for Sindbad GLD& SIL members, as well as Other Airline EMD, SPH, and RBY members.

**Max weight when PC applies is 23kg in Y & 32kg in F/J.*

Note:

*Members of other **one**world airline frequent flyer program with the RBY tier status are not entitled to lounge access. However WY Silver (RBY) are eligible for lounge access on WY operating flights, regardless of cabin.*

*EMD and SPH members may invite one guest to join them in the lounge,the accompanying guest must also be traveling on a flight operated by a **one**world carrier.*

3.3.5   Involuntary Upgrade Matrix

The following matrix outlines the priority order for involuntary upgrades. These upgrades shall be granted based on elite tier status when operational needs arise such as overbooking or equipment change.

1.   WY Gold (SPH)
2.   Other Airline Emerald (EMD)
3.   Other Airline Sapphire (SPH)
4.   WY Silver (RBY)
5.   Other Airline Ruby (RBY)

3.3.6   oneworld tier levels on Sindbad frequent flyer card

- The Sindbad frequent flyer card will display both the Sindbad and **one**world tier.

- Sindbad Blue card will not display any tier.

3.3.7   Earning oneworld Tier Status and Award Miles

Eligibility for Status Points and Miles

Guests traveling on **one**world flights (flights operated and marketed by a **one**world carrier) are eligible to earn tier status points, miles, or award miles in the frequent flyer program (FFP) card of any **one**world airline presented by the guest for that particular flight.

Tier Qualification Criteria

Tier qualification criteria are defined by each individual airline's FFP. For example:

- A Sindbad member can fly on QR or any other **one**world carrier, the flight will count towards their tier criteria in the Sindbad program.
- Similarly, a QR or any other **one**world member can fly on WY, the flight will count towards their tier criteria on the respective host FFP program.

Code-share Flights

Guests traveling on code-share flights (e.g., marketed by WY and operated by another **one**world carrier) collect miles according to the rules of the guest's frequent flyer program.

Restrictions

Guests are not allowed to receive tier status points, miles, and award miles for the same flight in more than one frequent flyer program.

3.3.8   System Configuration for Tier Level Recognition

The DCS (DW and Interact) is programmed to automatically display both the **one**world and WY tier levels.

3.3.9   Tier Level Discrepancy Handling

In case the system displays a lower tier level and the guest presents a valid digital card indicating a higher tier, follow these steps:

- **Honour the valid Digital FFP Card**: Acknowledge the higher tier level as shown on the digital card.

- **Provide Corresponding Benefits**: Offer benefits according to the higher tier level.

- **Add Comment in DCS**: Record the details of the digital card in the DCS to prevent unauthorized excess baggage and seat fee waivers.

If the system displays a higher tier level and the guest presents a digital card indicating a lower tier, follow these steps:

- **Honour the System FFP Tier**: Acknowledge the higher tier level as shown on the DCS.

- **Provide Corresponding Benefits**: Offer benefits according to the higher tier level displayed by the system.

This procedure applies to members of Sindbad, **one**world , and other partner airline programs.

3.3.10   oneworld Baggage Policy and Procedures

3.3.10.1   Introduction

This section outlines the baggage policies and procedures for **one**world member airlines. The **one**world alliance is committed to delivering seamless service for customers and their baggage as they connect across the network.

3.3.10.2   Definition of oneworld Through-Services

Through services involve the guest and their baggage being through-checked to their final destination, including boarding passes for the entire journey and bags tagged to the final destination. Guests that are through-checked shall be looked after in times of disruption, in line with IATA Resolution 735D and **one**world requirements.

Scenario Examples:

- **Single ticket number for the interline journey**: Through check-in obligation applies.
- **Two tickets issued for the interline journey, linked in a single booking/PNR**: Through check-in obligation applies.
- **Two tickets for the interline journey created in two booking/PNRs**: OK to accept by manually adding baggage routing in DCS.

3.3.10.3   Transfer Baggage

Guests traveling on a **one**world itinerary, ticketed and booked in a single booking/PNR, will have their bags through-checked to their final destination. Specific guidelines apply for international to domestic flights, Jetstar, Vueling, and layovers more than 24 hours.

- **International to Domestic**: Guests must be advised to collect their bags upon arrival, clear customs, and then re-check their baggage to their final domestic destination (If applicable)

Continued on Next Page

- **Jetstar:** For any **one**world codeshare/interline journey involving a connection to a Jetstar (JQ) flight operating domestically within Australia, bags shall only be tagged as far as the international gateway. Bags may not be interlined onto domestic JQ services.
- **Vueling:** For any **one**world codeshare/interline journey involving a connection to a Vueling (VY) flight - bags should only be tagged as far as the international gateway. Bags may not be interlined onto VY, or IB5000 sequence flight numbers.

3.3.10.4   Interline Excess Baggage and Electronic Miscellaneous Documents (EMDs)

Excess baggage charges shall be calculated and collected at the point of origin. **one**world carriers use a 'charge-and-keep' solution for excess baggage fee handling.

Processes & Examples:

- **Charge and Keep':** Receipt is given to the guest, accepted by the onward carrier, and no proration or recharge occurs. Issuing agent shall add full routing in the remarks.

If a guest is undercharged or not charged for excess baggage on a **one**world interline itinerary, due to an error, omission or waiver by staff at the point of origin, the guest will not subsequently be charged at their connection point.

This policy is only applicable to same-day connecting flights (within 24 hours), where the guest has been through-checked to their final destination.

For stopovers/connections exceeding 24 hours, the guest must check in for the onward flight. In this case, the check-in at the connection point will be treated as the point of origin, and applicable excess baggage charges to the final destination are applicable.

3.3.10.5   Priority Baggage Delivery

3.3.10.5.1   Priority Baggage Delivery

Check in agents shall ensure reciprocal priority baggage handling for Business Studio, Business class and **one**world Emerald, Sapphire and Ruby guests traveling in any cabin.

These guests shall have their baggage tagged (with a **one**world priority tag – refer to the image below) for priority loading and delivery .
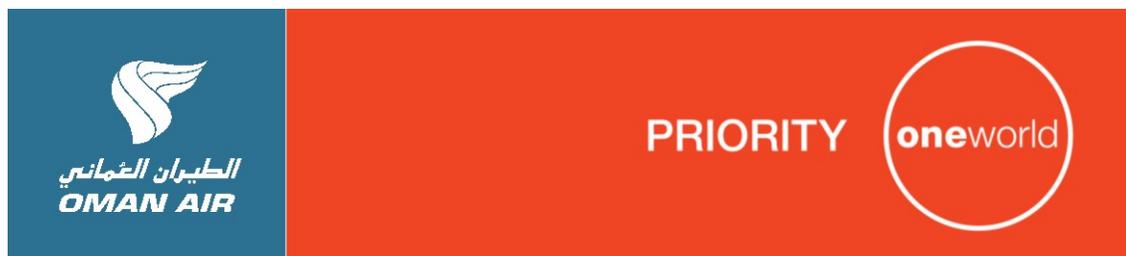
Image of oneworld **Priority Tag:**

Figure 3.3.10.5.1-1:

List of Changes

Highlights

Location	Reason for change	Status
2.11.1.2 - Entitled for First Class Lounge (where available)		REVISED
2.11.1.3 - Business Class Lounge Access Eligibility		REVISED

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2 Passenger Acceptance

2.11 Lounge Access

2.11.1 Lounge Access

Oman Air Lounges are a major selling tool in our brand product and in order to maintain the exclusivity of the product, entrance to the lounges need to be tightly controlled. The policy below will ensure that the product maintains its excellent reputation and does not get diluted by non-eligible persons being admitted.

2.11.1.1 Authority for Granting Access

Authority for granting access to the Lounges, rests with the following personnel only;

Oman Air Premium Lounges at Muscat International Airport

1.   First Class Lounge

   • CEO or his nominating acting deputy
   • CCO (Chief Commercial Officer)

2.   Business Class Lounge

   • CEO or his nominating acting deputy
   • CCO (Chief Commercial Officer)
   • SVP-Sales (Senior Vice President Sales)

2.11.1.2 Entitled for First Class Lounge (where available)

Following guests are entitled;

• **one**world EMD **+1** guest when traveling on any **one**world operated flight.

2.11.1.3 Business Class Lounge Access Eligibility

Following guests are entitled;

• Guest ticketed in WY Business Studio and Business Class. (See below for staff travel exceptions)
• **one**world EMD and SPH (including WY GLD) **+1** guest when traveling on any **one**world operated flight.
• WY Silver **+0** guest when traveling on WY operated flight only.
• Lounge access is applicable for guests traveling in a premium cabin (First, Business Studio or Business Class) on a **one**world international long-haul flight***, connecting to or from a **one**world international short-haul or domestic flight, shall be eligible for lounge access at all departure points. Lounge access rules applicable to First , Business Studio and Business class travel on the international long-haul flight apply regardless of the ticketed class of travel on the international short haul or domestic flight. **For Example SLL-MCT-LHR, SLLMCT in Y cabin and MCTLHR in J cabin.**

Continued on Next Page

- Guests who have purchased an ancillary cabin upgrade.
- CEO, EVPs and SVPs of Oman Air and their immediate family members.
- VPs and Senior Managers holding firm Business Class tickets whilst traveling on Duty trips or Annual Leave (with priority codes B04, B05 and B06) and their family members.
- Upgrades authorized by following persons are eligible for lounge access regardless of the seat availability in business class.

  ◦ CEO or his nominating acting deputy
  ◦ CCO (Chief Commercial Officer)

***A one**world **international long-haul flight is defined as an international flight on any one**world **carrier with a scheduled flight time greater than 5 hours in duration.**

2.11.1.4   Entitled for Lounges in Other Stations

The authority and entitlements described above is applicable for other contracted lounges in outstations.

List of Changes

Highlights

Location	Reason for change	Status
4.2.9 - Baggage Allowance On Other Airlines Ticket		REVISED

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4   Baggage Overview

4.2   Checked Baggage

4.2.9   Baggage Allowance On Other Airlines

4.2.9   Baggage Allowance On Other Airlines Ticket

Most VCRs have specific baggage allowances already displayed. These are taken from a central system, into which airlines have added their respective baggage allowances. These are the allowances which should be allowed during check-in.

Due to parity in free baggage allowance policies between airlines, IATA introduced a "Most Significant Carrier (MSC)" concept to process free baggage allowance. The most significant carrier is the one whose baggage allowances that will be published in the interline line ticket, that must be followed by check-in agents. The Most Significant Carrier is defined as the one which performs carriage on the first sector that crosses from one area to another or the carrier which performs carriage over the Atlantic.

Staff may encounter the missing baggage allowances on the VCR. In such cases, the outlined allowances apply:

Weight Concept:

- Economy Class : 20 Kg
- Business Class : 40 Kg
- Business Studio: 50 Kg

Piece Concept:

- Economy Class : 01 PC (Up to 23 Kg)

- Business Class: 02 PCS (Up to 32 Kg)

- Business Studio : 03 PCS (Up to 32 Kg)

Any weight beyond these allowances must be charged at the applicable weight concept or piece concept.

Structural highlights

Location	Reason for change	Status
4.4.4 - Excess Baggage Charges (PC)	Excess Baggage Charges (PC) created	NEW

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4   Baggage Overview

4.4   Excess Baggage

4.4.4   Excess Baggage Charges (PC)

Particulars	Additional bag (per piece)	
	If FBA is	Charges
Economy	1 PC	1st addition PC USD 100/CAD 200, 2nd & more USD200
Premium Economy	2 PC	1st addition PC & more USD200/ CAD200
Business	2 PC	Any additional PC for USD200/ CAD200
First	3 PC	Any additional PC for USD200/ CAD200
Economy & Premium Economy	Overweight (23 kg - 32 kg)	USD100/CAD100
All	Oversize (above 203cms)	USD100/CAD100

Note:

USD based amounts apply from all points of origin, except Canada (CAD amounts apply)