



Jobcard - PAX

V1_09.101.2026



General

A/C Type	Boeing 787 900
Manuals	Station Manager with access
GOM	

Oman Air Contacts (Internal Only)

Name: Ms Alina Radomski
Position: Airport Service Manager
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Name: Ms Mondy Ranque & Mr Kassed Naseer
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Oman Air Customer Contacts

24/7 Call Center: +4920159258888

Oman Air Call Center: +968 2453 1111

Online Check-in Opening		48h before
Counter Allocation		6 counters: 2x Business, 2x Check-in, 2x Bag Drop
Flight Information Displays		Business - DG - Economy - Economy - DG - Bag Drop 964+967 DG/PAX rights
Cabins		Business, Economy
Frequent Flyer Program		Sindbad - Gold, Silver, Blue Oneworld Member - Other alliance members honored
Check In Opening Time		STD -3h
Check In Closing Time		STD -60
Check In Material		Provided by Oman Air
Through Check In		Whenever possible on the same booking.

Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: TIMATIC, Visa questions liaised through OMAN staff

Reference

Baggage

Carry-On		Must be tagged with Cabin Bag tag. First Class - 2pcs 7kg each max Business Class - 2pcs 7kg each max Business - Red cabin bag tag Economy Class - 1pc 7kg Economy - Green cabin bag tag Dimensions - 55x40x20cm
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Hold Baggage	PSM/ Website	<p>DCS will show correct allowance. Upgraded PAX will have 40kg of allowance that will need to be waived with comment added.</p> <p>Economy Class:</p> <ul style="list-style-type: none"> • Super Saver: No check-in baggage allowance; only 7 kg of hand baggage is permitted. • Comfort: Allows 20 kg of check-in baggage. • Flex: Allows 30 kg of check-in baggage. <p>Business Studio:</p> <ul style="list-style-type: none"> • Allows 60 kg of check-in baggage. <p>Business:</p> <ul style="list-style-type: none"> • Business Comfort: Allows 40 kg of check-in baggage. • Business Flex: Allows 50 kg of check-in baggage. <p><i>"Any item of passenger baggage with a measurement out of these may need to be handled as Out Of Gauge (OOG) baggage and will require more time to pass through airport baggage processes. No guarantees should be given to passengers with OOG baggage that their baggage will travel on their flights if they are transferring close to the recommended Minimum Connection Time (MCT) or checking in close to the recommended check-in time."</i></p> <p>Oneworld customer additional baggage allowance does not display correctly. May need to be waived and comment added.</p>
Sindbad Baggage Allowances		<p>Passengers are entitled to their booked allowance plus:</p> <p>Sindbad GOLD: 20KG Sindbad SIVERL: 10KG Sindbad BLUE: NIL</p>
LRT - Limited Release (MUST be signed by Passenger)		<p>Fragile, inadequate packing, or perishable - Print a normal bag tag, tick the correct condition, and have the passenger sign it. Add comment in the system explaining the reason for using a limited release tag.</p> <p>System-generated limited release tags shall only be used for hand baggage collected at the gate due to space constraints on board, wheelchairs, and strollers.</p>
XBAG (Excess baggage)		<p>Pre-paid excess baggage can be purchased at the Airport, Oman Air's Call Centre, City Ticket Offices, and Approved Travel Agents or by accessing Oman Air website, prior to travel.</p> <p>Prices are updated in the system.</p>
Crew Bags		To be pre-printed from DCS with 1 kg each bag, and sent down at the check-in counter like any normal luggage.
Payments		
Payment types		<p>No cash payments.</p> <p>DCS will calculate charges using the calculate button, and add the payment into the cart. Then manually process the payment with either DHS POS or cash. Open payments will be closed by the SPVR.</p>
Seating		

Seating Guidelines	PSM	<p>Allocate seats to passengers based on special categories.</p> <p>1. Passengers may choose their own seats at the check-in (e.g. window or aisle seat request) depending on availability.</p> <p>2. Flight attendants shall seat passengers according to seat numbers designated in boarding passes.</p> <p>All efforts shall be made to ensure that, passengers will not be offered or allowed to choose seats that are not suitable for them. If this should happen, then airport staff with appropriate level of authority must move these passengers into alternate seats.</p> <p>Dead head crew seats shall be assigned last after revenue passengers select their seats and/or seated in last rows of the cabin class of which they are travelling.</p> <p>Seat preference shall be offered to fare paying passengers prior to non-revenue and rebate ticket holders.</p>
Seat Changes	PSM	<p><i>"Do not seat change of any passengers who have chosen or been allocated with a seat. However, in exceptional circumstances when involuntary seat changes are necessary to be made. These changes must be made by an Oman Air staff member, who can locally execute the seat change. A reason must be added for the seat change in the SSCI and then the agent shall re-issue the boarding pass."</i></p>
Pre-flight	PSM	<p>Certain categories of passengers should be pre-reserved with seats prior to commencing counter check-in. These include:</p> <ul style="list-style-type: none"> • Families • Passengers travelling with infants • Unaccompanied minors • MEDA Cases and Stretchers (for Stretchers seat must be blocked) • PRMs • VIPs • Deportees / Inadmissible passengers • Passengers travelling with CBBG • Passengers requesting specific seats (SSR entry) • Bassinet seats <p>Be aware that the more seats pre-assigned, the less will be available for on-line check in and online/offline stations and for ancillary sale. Pre-assign only as necessary.</p>
Emergency Exit Seating		<p>16 years and up.</p> <p>Shall only be allocated to able-bodied passengers are those people who would be willing and able to assist other passengers in case of an emergency situation. Check in staff must ensure that the passengers who are assigned the emergency exit seats appear in reasonable health.</p>
Bassinet Seats		<p>Chargeable seats. Special considerations are made for mothers with infants. Any additional family members or traveling companions must pay fee.</p>
Specials		
PETC		<p>Pets are not accepted into the cabin on Oman Air flights.</p>
SVAN (Service Animal in cabin)		<p>Are accepted free of charge only as checked baggage. See AVIH.</p>

ESAN (Emotional Support Animal)		See SVAN
AVIH (Animal in Hold)		<p>Oman Air Animal acceptance form to be used.</p> <p>Cats and dogs only above 10 weeks of age.</p> <p>Dogs: French Bulldog, English Bulldog, Bulldog, Boston Terrier, Boxer, Brussels Griffon (Petite Brabancon), Chinese Pug, Chow Chow, Dutch Pug (Mopshond, Mops Hund, Carlino), English Toy Spaniel (King Charles Spaniel), Lhasa Apso, Japanese chin (Chin), Japanese Pug, Japanese Spaniel, Pekingese, Pug, Shar-peis, Shih Tzu, Tibetan Spaniel, Valley Bulldog, French Mastiff (Dog de Bordeaux). Presa Canario, Dogo Canario, Neapolitan Mastiff, English Mastiff, Bandog</p> <p>Cats: American Burmese, Exotic, Himalayan, Persian, British Shorthair, Burmese.</p> <p>Following breeds of fighting/dangerous dogs or their crosses are restricted;</p> <p>Bull Terrier, Pit Bull, Pit Bull Terrier, American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, Irish Staffordshire Bull Terrier, Irish Blue, Red Nose, American Bulldog, Bull Mastiff, Japanese Tosa, Tosa Inu or Tosa Fighting Dog, Dogo Argentino, Argentinian Mastiff or Argentinian Fighting Dog, Fila Brasileiro, Fila Baziliano, Brazilian Mastiff, Brazilian Fighting Dog Wolf-Dog hybrids, Boerboel, Dog de Bordeaux, Karabash, Kangal, Caucasian Ovcharka, Rottweiler.</p>
PRM (Passenger with Reduced Mobility)		Ensure relevant SSR codes are present within DCS and correct service is provided for passengers
STCR (Stretchers)		<p>Physically Challenged Persons, who cannot use a standard seat in upright position during takeoff or landing must travel on stretcher.</p> <p>An escort and Medical Clearance is necessary for STCR acceptance.</p>
WCH* (Wheelchair)		<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p> <p>WCHC- MEDA cases, need approval from WY doctor</p> <p>(It must be specified if passenger is traveling with own wheelchair and used the applicable codes i.e. WCBD, WCBW, WCMP, WCLB)</p>
WCMP (Wheelchair - Manual Power)		Can be accepted without limitations.

<p>WCLB</p> <p>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.</p>		<p>Wheelchairs/mobility aids with lithium batteries may be transported as passenger baggage provided that the:</p> <ul style="list-style-type: none"> • battery terminals are protected from short circuits • battery is securely attached to the mobility aid • The batteries must be of a type which meets the requirements of each test in the UN Manual of Test Criteria, Part III, Section 38.3. • Where a battery-powered wheelchair or other similar mobility aid is specifically designed to allow its battery(ies) to be removed by the user(e.g collapsible): <p>The battery(ies) must be removed. The wheelchair/mobility aid may then be carried as checked baggage without restriction;</p> <p>The battery(ies) must be protected from short circuit by insulating the terminals (e.g. by taping over exposed terminals);</p> <p>The removed battery(ies) must be protected from damage and the battery(ies) must be carried in the passenger cabin</p> <p>The battery must not exceed 300Wh, or for a device that is fitted with 2 batteries required for operation, each battery must not exceed 160Wh;</p> <p>A maximum of one spare battery not exceeding 300Wh or two spares each not exceeding 160Wh may be carried.</p> <p>It shall be ensured that that Wheelchairs/Mobility Aids accepted are carried in such a manner so as to prevent unintentional operation and that the wheelchair/mobility aid is protected from being damaged by the movement of baggage, mail, stores or cargo during transport.</p> <p>It is the passenger's responsibility to ensure that the wheelchair, mobility aid and batteries are properly prepared for carriage. However, if assistance needed, should be given to the passenger as seen appropriate.</p>
<p>WCBD</p> <p>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.</p>		<p>To be transported by a passenger which may require advance notification / preparation / (dis)assembly. Weight and dimensions may be specified. Wheelchair and battery must be claimed and rechecked at each interline transfer point.</p> <p>Passengers are to be allowed to remain in their own wheelchair to the aircraft door provided that there are adequate means to transfer the chair between the passenger and ramp levels e.g. lift, ramp etc. These wheelchairs must be prepared for carriage at the aircraft door. The passenger's wheelchair is to be stowed in the bulk hold and returned to the passenger at the aircraft door on arrival.</p> <p>If a passenger is transferring to another flight at the destination airport they must be asked if they wish to have access to their wheelchair during the transfer. If so, the wheelchair must not be through-checked.</p>
<p>WCBW</p> <p>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.</p>		<p>Must be checked in at the check in counters.</p> <ul style="list-style-type: none"> • To be transported by a passenger which may require advance notification / preparation / (dis) assembly. Weight and dimensions may be specified. • Wheelchair and battery must be claimed and rechecked at each interline transfer point. <p>These need to be accepted for carriage at check-in due to the strict rules for packing and stowage of these chairs.</p>
<p>BLND, DEAF, MUTE, DPNA</p>		<ul style="list-style-type: none"> • Ensure appropriate seating assignment for passengers. PRM passengers must NOT be seated in Emergency Exit rows. • Ensure accurate SSR codes and any other relevant information are recorded in the PNR and DCS.

MEDA (Medical Assistance)		<p>WCHC- MEDA cases, need approval from WY doctor</p> <p>Ensure correct SSRs are present and any required documents for clearance are checked.</p>
EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to		<p>Speak with WY rep</p> <p>See WCLB, WCBBD, WCBW.</p>
Small Vehicles Powered by Lithium Batteries		<p>Lithium battery-powered vehicles & personal transportation devices are not permitted on board, whether in carry-on or checked baggage. Examples include: hoverboards, balance wheels, electric mini-scooters, mini-Segways, and similar devices.</p> <p>Medically necessary mobility aids may be accepted. See WCLB, WCBBD, WCBW.</p>
DAA (Delivery at Aircraft)		DAA only after consulting with WY rep
INAD/DEPA/DEPU - Captain and Cabin crew to be informed		<p>INADs or DEPOs do not access have access to the seat map at the point of reservation or acceptance and shall not be seated by an Exit or by Bulkhead. It recommended to seat INADs or DEPOs at the rear of the cabin.</p> <p>Ideally Inadmissible passengers / Deportees with or without an escort should be seated at the aft of the aircraft but not directly adjacent to exits.</p> <p>The Cabin Director must be advised of the seating well in advance and by means of PIL, so that the passengers can be disembarked last.</p>
WEAP (Weapon)		<p>Sporting weapons and ammunition needs prior written approval from CAA-Oman.</p> <p>CAA form will be provided by cargo department. WEAP must be listed on Notoc.</p> <p>The maximum of ammunition must not exceed 5 kg.</p>
Sport Equipment		All Sports equipment can be accepted as check-in baggage as long as it does not exceed the baggage allowances selected on the ticket and is within the total dimensions of 159 cm (Width +Depth + Length). Golf bags should not exceed the standard length of 137 cm. For anything bigger than the dimensions mentioned above, the equipment will be subject to additional charges as per 23Kg Special Baggage or 32Kg Large Special Baggage.
Instruments		<p>Can be accepted as check-in baggage as long as it does not exceed the baggage allowances selected on the ticket.</p> <p>Excess charges apply.</p>
EXST (Extra seat)		<p>Option NFS1 can be purchased online only. Seats must be kept blocked unless told otherwise by WY e.g. Overbooked flight</p> <ul style="list-style-type: none"> • Seats should be blocked before flight open for acceptance • Items shall be weighed at check-in and the item weight shall be communicated to load control • No boarding pass shall be issued for EXST and CBBG • Comment to be added to PIL and PSM <p>[CBBG + description of item + Weight+ Seat numbers]</p> <p>Cabin crew to be informed</p>

CBBG (Cabin baggage)		<p>Should not be placed in, immediately forward or aft of the emergency exit rows and it must not hamper the movement of the cabin crew. The recommended seats are at the rear of the aircraft, using the window seat first and moving towards the centre in the centre seat assemble. If more than one piece on one seat, each piece must be secured individually. Maximum weight allowed per seat is 75kgs.</p> <p>Back office to be informed.</p> <p>See EXST.</p>
INFT (Max 20 Infants)		<p>Between 7 days and 2 years</p> <p>Entitled to 10kgs free checked baggage allowance, plus a stroller/pushchair and infant car seat.</p> <p>The infant is not entitled for an aircraft seat unless a child's ticket is purchased. If a seat has been purchased, the infant must use a car seat on the aircraft, provided that the infant is between the ages of 6 months and 2 years otherwise the infant must be held by the adult during the flight.</p>
CHLD (Child)		<p>2-12 years old.</p> <p>If a passenger is under 12 years of age, they must be accompanied by a family member/ appointed person of 18 years of age or above. If they are not, they must be registered as UMNRS.</p>

UMNR (Unaccompanied Minor)	PSM	<p>Handled by FraCare</p> <p>Must be accompanied at all times. Parents must stay at the airport until the flight has departed.</p> <p>5 years old but has not reached the 12th birthday</p> <ol style="list-style-type: none"> 1. The prescribed Unaccompanied Minor wallet should be used. If the travel plan changes, issue a new UMNR form. 2. All details must be written in clear capital letters in English and in full. The declaration needs to be duly signed. 3. Mention any special instructions, such as diabetic, first time away from home, nationality etc. 4. Request any Special Meal i.e., Child Meal if required. <p>Copy distribution: Coupon 1 Parents/guardians at departure station Coupon 2 Ground Staff at departure. Form to be filed in Flight File Coupon 3 Cabin Director Coupon 4 Ground Staff at destination. Form to be filed in the Flight File Wallet Parents/guardians at arrival station</p> <p>Seating is not permitted adjacent to the emergency exits or in the seat rows.</p> <p>Unaccompanied minors should be allocated seats at the aft of the aircraft near the toilets and galley where the cabin crew can keep an eye on them. If specifically requested by the parents/guardians that they sit elsewhere, this may be done as long as they are not placed near the emergency exits.</p> <p><u>The adjacent seats may be allocated to a female passenger</u></p>
YPTA (Young person traveling alone)	PSM	<p>Between 12 and 16 years of age</p> <p>Unless specifically requested by their parents, no special treatment will be afforded them. Ground Staff and Senior Staff on duty must still be aware of them, however, and should assist them if necessary.</p> <p>If UM handling is requested by the parents, a UM form must be completed. See UMNR above.</p> <p>A YP is not permitted to act as an escort for an unaccompanied minor (i.e. under 12 years of age). However, 2 or more YPs may travel together unescorted.</p>

Pregnancy	PSM	<p>1. Expectant Female Passengers will be accepted without a medical certificate up to the end of their 28th week of pregnancy.</p> <p>2. In the interest of Safety to the passenger and the child, any complicated pregnancy must be supported "Fit to Travel" during the allowed period.</p> <p>3. Passengers with single and uncomplicated pregnancy from the end of the 28th week but less than 34th weeks will be accepted upon submission of a "Medical Certificate" certificate issued by a medical practitioner. This "Medical Certificate" should indicate the pregnancy period and the date of travel and must be in possession of the passenger at the time of check-in. The validity of the certificate should not exceed 7 days.</p> <p>4. Passengers with multiple but uncomplicated pregnancy from the end of the 28th week but less than 32th weeks will be accepted upon submission of a "Fit to Travel" certificate issued by a medical practitioner. This "Fit to Travel Certificate" should indicate the date of travel and must be in possession of the passenger at the time of check-in.</p> <p>5. The validity of the certificate should not exceed 7 days.</p> <p>6. Passengers with single pregnancy between 34 to 36 weeks and passengers with multiple pregnancy between 32 to 36 weeks will be accepted, provided prior approval available from Oman Air Medical Practitioner (Passenger shall contact the Reservation Desk or Call Centre for approvals).</p> <p>7. Pregnancy beyond 36 weeks is not accepted.</p> <p>A form of indemnity must be completed in the case that an expectant</p>
Staff Travel	PSM	Personal and Duty Travel - The Free Baggage Allowance is determined by the staff member's higher class cabin entitlement.
Gate		
Preparation		<ul style="list-style-type: none"> • Check lining/ priority sign at boarding point • Build Crew waiting area in front of boarding door • Prepare counters/test printers • Print Preliminary Crew list • Check MO/XDOCV/XIB and add CM - GATE DO NOT BOARD • Clear waiting area and search the area • Start 2 boarding lines, if necessary • If additional staff is needed, always communicate with controller
PAX Finder		Yes
ID Check		Document check required for all passengers
Crew Lists		ICAO Manifest, IATA Manifest, Priority List
Buses		Swissport
Gate Opening Time		STD -2h
Boarding Start		Preboarding as early as possible
Gate Closing Time		STD -20
L&F		
DHS L&F		
Post Departure		
Flight Reports		Gate report sent through AvBIS

