

**OMAN AIRPORTS**

**TERMS OF SERVICES 2017**

**Valid as of 1st January, 2017**

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## TERMS AND CONDITIONS

### 1. Definitions

**“ACA”** means Airport Coordination Australia;

**“Air Carrier” or “Airline”** means an organization that carries passengers and cargo by an aircraft, and that is certified and designated by a governmental agency/or document;

**“Aircraft Operator”** means any owner of an aircraft that operates the aircraft, i.e., uses, causes to use, or authorizes the use of the aircraft; or in the case of a leased aircraft, any lessee that operates the aircraft pursuant to a lease;

**“Airport”** means Muscat International Airport, Salalah International Airport, Duqm Airport, Ras Al Hadd Airport and Sohar Airport; **“Airport Operating Hours”** means the operating hours published by OAMC for the Airports;

**“Airport Services”** means all services provided by OAMC and listed in Appendix 1;

**“Airport User”** means the Airline or Aircraft Operator using the Airports;

**“ATC”** means Air Traffic Control. ATC focuses on the safety and smooth flow of the aircrafts. Their responsibility is to control aircrafts on the ground and through airspace. ATC’s responsibility is to prevent any accidents from happening in uncontrolled areas.

**“Flight Number”** means the number written on the passenger ticket beside the airline name. (i.e: WY1234);

**“EOBT”** means the Estimated Off-Block Time when Aircraft User or handling agent estimates that an aircraft will be ready for departure;

**“FLIRT”** means Flight Information Report and Transfer System;

**“GAT Flights”** means all General Air Traffic flights that follow the rules, regulations, and procedures of ICAO;

**“GSA”** means General Sales Agent;

**“IATA”** the International Air Transport Association;

**“ICAO”** the International Civil Aviation Organization;

**“Landing”** means when an aircraft starts coming to land (runway) from the air;

**“MTOW”** means Maximum Certified Take-off;

**“MCT”** means Muscat International Airport in the Sultanate of Oman;

**“OAMC”** Oman Airports Management Company SAOC;

**“OBT”** means Off-block Time. It is when an aircraft starts to move to prepare for departure.

**“PACA”** means the Public Authority for Civil Aviation in the Sultanate of Oman.

**“Parking”** when the airport operator assigns an aircraft for a parking slot. The Airport User must inform OAMC prior to arrival in accordance with the Terms of Service.

**“Passenger”** categories are as follows:

**DOM** means domestic flights and it is when a passenger leaves from the Airports and ends the flight at the Airports.

**DOM-INT** means domestic-international flight and is when a transfer passenger arrives on a scheduled flight from Muscat International Airport and continues to an international airport (outside of Oman)

**INT** means an international flight and is when a passenger is flying from the Airports to a foreign airport/country. It could be either a direct flight or a flight with stops. The flight number does not change.

**INT-DOM** means international-domestic and is when a transfer passenger, i.e. a transfer passenger who arrives on a scheduled flight from a foreign airport and continues to other Airports in Oman.

**“Passenger Traffic”** means when passengers are transported in an aircraft and positioning flights are known as passenger traffic;

**“Regional Airports”** means Salalah International Airport, Sohar Airport, Duqm Airport and Ras Al had Airport in the Sultanate of Oman;

**“Terms of Service”** means this document published by OAMC and setting the terms and conditions of use of the Airports;

**“Transfer Passenger”** means people flying into the airport on one aircraft and departing on a second aircraft without breaking their journey.

**“Take-Off Time”** means the time when the aircraft takes off from the runway and recorded by ATC. The time could be entered by the air flight log or flight information services.

**“Transit Passenger”** means people flying into and departing from the airport in the same aircraft, which stops to pick up additional passengers or cargo, or to re-fuel"

**“UTC”** means Coordinated Universal Time. 

## **2 Introduction**

OAMC is a company owned by the Government of the Sultanate of Oman. OAMC is responsible for the management, maintenance and the operation of Muscat International Airport and four regional airports, Salalah, Sohar, Ras Al-Hadd, and Duqm. OAMCs’ terms of services states the services provided at the Airports. This document will allow Airlines or Aircraft Operators to easily locate required information and contact details needed to start operating at the Airports.

### ***Muscat International Airport***

The new Muscat International Airport is expected to open in 2017 and will handle over 12 million passengers per annum, with 27 aircraft stands, and a 4,000 meter runway. The airport is planning to expand in stages; 24, 36 and 48 million passengers, and the Cargo terminal has a capacity to handle 260,000 tons per year. The MCT holds an international level of service A and includes Code F, Airbus 380 Aircrafts.

### ***Salalah Airport***

The new terminal for Salalah airport was officially opened in June 2015 and will handle one million passengers per annum, with eight aircraft stands, and a 4000 meter runway. The airport is planning to expand in stages, up to 2 million passengers, while the cargo terminal has a capacity to handle 100,000 tons per annum. The airport is designed with international level of service A, and accommodates code F, Airbus 380 Aircrafts.

### ***Sohar Airport***

The new Sohar Airport located in the Northwest of Muscat officially opened on the 18th of November 2014. A capacity of 250,000 passengers per annum, with four aircraft stands, and a 4000 meter runway.

### ***Duqm Airport***

Duqm Airport located in the Southeast of Oman was officially opened on the 24th of July 2014 and is now able to handle 500,000 passengers annually with four aircraft stands, and a 4000 meter runway.

### **3 Terms of Service: application and validity**

The Terms of Service published shall be practiced and understood in accordance to the Omani Law currently in force. The Terms of Service is written in the aeronautical information system, and is used for Airport Services listed in Appendix 1 only. OAMC has full rights to amend the information in this document at anytime. The Terms of Service has been published in 1st of July , 2015 .

The Airport Users shall only use the services provided by OAMC or its subcontractor or agent at the Airport. Other service provider can only be selected in case of written approval by OAMC. Should an Airport User use a service provider that is not approved by OAMC penalty of R.O. ten thousand (Omani Rial 10,000) applies and the Airport User shall stop using the non approved service provider with immediately after receiving written notice from OAMC.

The Airport Users shall be compliant with Security Manual, Health, Safety and Environment (HSE) and Airport Operator Manual (AOM).

### **4 Further information**

For further information needed on MCT and Regional Airports, please visit OAMCs' website [www.omanairports.com](http://www.omanairports.com) or email [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

### **5 Airport Operations**

#### ***5.1. Airport Operating Hours***

Muscat Airport operates twenty-four hours a day, seven days a week. Salalah Airport airside operations are restricted from 00.01 am until 03.59 am. OAMC's administration offices operate from Sundays to Thursdays 7:30 am to 3:30 pm.

#### ***5.2. Airport Security***

If Airline employees require to stay at any of the Airports for work related reasons; Airlines or Aircraft Operators are required to submit a request letter and all supporting documents to the Airline Marketing team to ensure security passes. The required documentation is:

**Permanent pass:**

1. Request Letter from the airline or GSA.
2. Copy of passport and the residence card.
3. 1 photo with a red background.
4. Valid visa.

**Temporary pass (Maximum 3 days):**

1. Letter from the department (with justification).
2. Copy of passport or residence card.
3. 1 photo with a red background.
4. Valid visa.

Please contact [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com) for any questions regarding airport security procedures or passes. The information listed above is required by all. If Airlines or Aircraft Operators do not follow security procedures; they will not be granted the pass.

**5.3. Slot coordination at MCT**

According to IATA, MCT is considered a level 2 Airport in terms of traffic. Here are the following categories for slot requests:

- Non-Scheduled Airlines
- Scheduled Airlines
- General Airlines

**5.3.1 General Slot Request**

Slots are applicable to all types of flight services with operations in more than 72 hours (3 days) from filing. Relevant to all types of flight services, including changes in the schedule such as time and aircraft equipment changes.

Airlines or Aircraft Operators shall directly file to ACA at [slots@coordaus.com.au](mailto:slots@coordaus.com.au) . Please file to ACA as per IATA Schedule Movement Advice (SMA) format. Airlines or Aircraft Operators must file in the UTC format at all times.

After receiving a slot confirmation, Airlines or Aircraft Operators must file the slot confirmation directly to PACA, for the final landing approval. Contact details:

Name: Director of Air Transport,

Email: [permits@caa.gov.om](mailto:permits@caa.gov.om)

Fax: 00968-24510825

### 5.3.2 Urgent Slot Request (less than 72 hours before flight)

a) Slots are applicable to all flight services with operations in less than (3 days) 72 hours from filing. Flights filed during administrative working hours, are applicable to all types of flight services, including changes in the schedule such as time and aircraft equipment changes.

Airlines and Aircraft Operators are required to file for a slot to OAMC by email to [schedule@omanairports.com](mailto:schedule@omanairports.com)

Airlines or Aircraft Operators must then file all slot confirmation to PACA for the final landing approval. Contact details:

Name: Director of Air Transport

Email: [permits@caa.gov.om](mailto:permits@caa.gov.om)

Fax: 00968-24510825

b) Flight services operating in less than (3 days) 72 hours from filing, during non-working hours, public holidays, and weekends are applicable to all types of flight services. Including changes in the schedule such as time and aircraft equipment changes.

Airlines or Aircraft Operators are required to file for a slot to PACA, Air Navigation Department, Duty Communicator, and to OAMC. Contact details:

Email: [schedule72@omanairports.com](mailto:schedule72@omanairports.com)

Fax: 00968-24510617

Airlines or Aircraft Operators who fail to complete required documentation will not be eligible for the desired slot requests. OAMC has the right to restrict the services available at the Airport.

### **5.4. Schedule coordination at Regional Airports**

Muscat , and Salalah International Airport are the only two international airports in the Sultanate of Oman, therefore all Ad'hoc flights can fly to both airports directly.

Duqm and Sohar Airports do not have available custom facilities, therefore, flights cannot depart from regional airports unless it is a flight coming from Muscat or Salalah International Airport first.

### ***5.5. Licenses and insurance required***

International airlines operating services to the Sultanate of Oman are required to carry their licenses and insurance (third party insurances) at all times, and must be valid and up to date. International Airlines are obliged to follow their respective governments' laws and regulations with regard to aircraft licenses and insurances.

If for any reason an aircraft does not carry a third party liability insurance, or the aircraft licenses and insurances are not updated, or is insured for a smaller amount than required by law, OAMC reserves the right to confine the services available at the Airport until proven otherwise.

The following licenses are required for all domestic and international flights into and out of the Sultanate of Oman:

- 1) Flight Crew licenses (ATPL, CPL).
- 2) Ratings for each type of aircraft.
- 3) Medical certificates required (Class 1, Class 2).
- 4) Certificates of tests.
- 5) If a maintenance engineer is on board, a part 66 or AME license is required.
- 6) Cabin Crew licenses (FCA) are required for Oman Air flights.
- 7) Licenses required for flight engineers (for aircraft having flight crew seats, such as, Boeing 737-200, Boeing 747-SP, etc)

Missing documents or inaccurate information will be declined for processing. For further information regarding licenses and insurances required, please contact PACA.

Email [alzuwaidi@paca.gov.om](mailto:alzuwaidi@paca.gov.om)

Contact number (00968) 24354011 or email [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

### ***5.6. Right to prevent aircraft departure for flight safety reasons***

OAMC has the right to prohibit an aircraft from departing if there is a reason to doubt that the aircraft is not properly managed and is a serious threat to flight safety.

The Flight and Safety Department at the PACA have listed certain regulations that prevent aircraft from departing and which are not limited to the following circumstances:

- The aircraft is not air worthy after an inspection.
- Missing documents (e.g. C of A, C of R, Radio Instalation, copy of AOC, etc.).
- Crew licences are not valid or missing (includig medical, proficiency, ratings).
- Required equipment not installed such as TCAS, ELT, transponder.
- Crew intoxicated or incapacitated.

The Safety Assessment of Foreign Aircraft (SAFA) will perform a ramp inspection on the foreign aircraft by following a checklist that contains 54 (Pre-Determined Findings (PDF)). After the assessment is preformed, a decision can be made whether an aircraft can depart.

For further information regarding prevention of aircrafts departing for safety reasons, please contact PACA Oman.

Email: [alzuwaidi@paca.gov.om](mailto:alzuwaidi@paca.gov.om)

Contact number (00968) 24354011 /or

Email the Airline Marketing Department on [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

## **6 Environment**

### ***6.1. Permitted aircraft noise emissions***

Aircrafts entering any of the Airports in the Sultanate of Oman are required to meet aircraft noise standards. The type of aircraft allowed to the runway due to their noise and emission level can be found in the International Civil Aviation Manual (ICAO), Annex 16, Volume 1, chapter 3.

### ***6.2. Reducing environmental impacts at airports***

An aircraft departing from Airport must have all engines on full power as they are needed for full performance. While taxiing, aircrafts with four engines must reduce their engines down to two. Moreover, with rotary engines must shut down one engine while taxiing.

For further information regarding reducing environmental impact at the Airports please contact the Health, Safety, and Environment Department at.

Email: [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com) for any questions.

## **7 Information to be provided to OAMC**

### ***7.1. Basic details of the Airport User***

It is within the full responsibility of the Airport User to provide all information correctly requested according to Appendix 2. OAMC is not responsible for any inadequacy. If information provided is not correct, OAMC will stop the process until all details are received from the Airport User. The

Airport User shall forward required information listed in Appendix 2 directly to [zayana.alrashdi@omanairports.com](mailto:zayana.alrashdi@omanairports.com) and [sauda.khanjary@omanairports.com](mailto:sauda.khanjary@omanairports.com)

### **7.2. Advance information for the aeronautical season**

- Documents to be attached reflecting the aircraft type and MTOW. Provide both Aircraft noise certificate and airworthiness certificate.
- Provide OAMC with arriving and departing flight numbers, as numbers are mandatory to provide the aircraft with parking.
- OAMC must be notified/updated with fleet information. Airport User shall notify OAMC with any changes to the information contained in this document.
- Flight Signs and flight numbers are mandatory to all Airport Users.
- Information provided in the previous section 7.1 (Basic details of the customer) part 6 (schedule) should be provided to OAMC in advance.
- Email: [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com) if the Airport User is in need of any clarification.

### **7.3. FLIRT – SITA MESSAGES**

FLIRT is known for automatically collecting and validating flight events encompassing aircraft and passenger information. FLIRT is recognized for its efficiency in producing flight reports and has been successfully deployed in more than 30 countries.

OAMC uses the FLIRT system for electronic data entry and to help create a validated flight report for both the official statistics, and the flight regularity message for the airport. Such data enables OAMC to better plan, optimize and expand both manpower and related resources to ensure a pleasant passenger journey.

The following information has to be provided at landing and take-off

#### **a) Passengers**

With the exception of the cabin crew on duty; children up to two years of age are not entitled to occupy a seat; passengers travelling by military aircraft and passengers travelling by civil aircraft fully chartered by military authorities. Last-minute passengers (LMC) must be included in the reported number of passengers.

## *b) Cargo and Mail*

Cargo and mail include all shipments being transported not regarding whether parts of the shipment are transported on behalf of another airline (joint-venture-operation) or for internal purposes of the airline (company and service cargo or mail). The weights of unit load devices, i.e. container, pallets, igloos, nets and equivalent devices do not account for cargo and mail. All weight information has to be reported in kilograms.

The official form "Flight Report" as a part of the Flight Regularity Message for OAMC is used on paper in exceptional situations only. Instead of using that form, a respective EDP file has to be prepared and transferred to OAMC. The file must include all facts and figures of the Flight Report and the Flight Regularity Message.

Provision and transfer of all necessary Inbound and Outbound Messages for the preparation of the official Flight Reports and Flight Regularity Messages for OAMC must be secured by the Airport User. Typical messages of that kind are Load Data Messages (LDM), Passenger Transfer Messages (PTM), Movement (MVT), Inbound Connection List (ICL), Statistical Load Summary (SLS) and others. The transfer messages must include the point of departure, the point of destination and the respective flight numbers. Personal data included in these messages will not be passed to any third parties .

The collection and transmission of the data included in the official Flight Report to the Statistical Office is governed by the Law on Aviation Statistics. The report has to be presented to the day after landing or take-off at the latest. ***If OAMC does not receive these data, the maximum possible number of passengers, cargo or mail for the respective aircraft will be used to compute airport charges.***

OAMC uses the EDP-supported system FLIRT for electronic data entry and transmission to produce both the Flight Report for the official statistics as well as the Flight Regularity Message for the Airport. Typical messages of that kind are listed in Appendix 3

All messages stated must strictly abide by the International Air Transport Association Standards. Please visit IATA Airport Handling Manual for specific information. For any enquiries please email [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

## **8 Airport User Charges**

The fees for Airport Services – provided by OAMC to the Airport User on the basis of the legal relationship otherwise existing between the Parties – to the extent defined by the any-time AIP shall be paid by the Airport User to OAMC under the invoicing and payment conditions pursuant to Clause 10.

The Airport User Charges are established and maintained in compliance with Omani law and ICAO's Policies on Charges for Airports and Air Navigation Services (ICAO Doc 9082).

The applicable Airport User Charges are listed in Appendix 4 and also published on OAMC's website [www.omanairports.co.om](http://www.omanairports.co.om).

## **9 Other Charges**

Ramp Services, Flight Operations Services, Baggage Load Control, Flight Operation Services, and Automated Baggage Tracing System are airport services provided by the ground handling company not by OAMC. Currently there is one single company, Oman Air Ground Handling to provide such services at the Airport. For further information regarding the services provided by Oman Air Ground Handling, please contact [Khalaf.ALMazrui@omanair.com](mailto:Khalaf.ALMazrui@omanair.com) or [Duty.Officer@omanair.com](mailto:Duty.Officer@omanair.com) (24 Hours), website <http://www.omanair.com/en/travel-info/at-airport/ground-handling>. Airport Users shall be informed of updated charges when changes occur. Airport Users are obligated to pay charges to start operating at Airports.

## **10 Payment of Charges**

### ***10.1. Methods of payment***

Airport User is responsible for paying all required costs listed down by OAMC. It is OAMC's right to prevent or stop any aircraft from operating at the Airports until payments are fully paid.

The respected Airport User's local office or agent may pay through cheque or a bank transfer. If the Airport User does not have an office situated in the Sultanate Of Oman, the Airport User is obligated to pay by cheque only, to which must add ( United States Dollars Fifty Two \$52.00) towards corresponding bank charges. OAMC reserves the right to increase or change the rates at any time.

<b>Operators</b>	<b>Payment Method</b>
<b>Scheduled Airlines / Charter Airline</b>	<b>Establish an account, monthly billing</b>
<b>Charters – Ad hoc flights</b>	<b>Advance payment via Bank wire Transfer/Cash on Landing</b>

For more information regarding payments, please email the Marketing Department at [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

### ***10.2. Bank guarantee***

OAMC requires all Airport User to submit a bank guarantee, in particular new Airport User's bank guarantee must cover (2) months of charges for the series of flights. Airport User shall submit a bank guarantee before the series of flights begin.

The type of bank guarantee should, with no exception, be from a bank, registered to do business in the Sultanate of Oman. OAMC may require that the bank guarantee must be effective for an unsettled time. OAMC has the right to accept or decline the Guarantee if found incomplete or it does not comply with the instructions provided by OAMC.

### **10.3. Payment on invoice**

Charges must be paid directly to OAMC's bank account. OAMC's designated bank is the National Bank of Oman, CBD, Muscat, Sultanate of Oman. The full amount must be received by OAMC in cleared funds within thirty (30) days from the date of the invoice, and delayed payment interest will be charged if payment is received after the due date.

The invoice shall be sent directly to the Airport User's address. The Airport User shall settle the invoice in full within thirty (30) days.

The Airport User shall report a discrepancy within seven (7) days. A credit note be issued for an agreed amount and can be adjusted by the next invoice issued by OAMC.

OAMC's invoice shall be applicable for the landing, parking, transfer and passenger charges as defined in Appendix 4 Airport User Charges. If the Airport User requires more information about OAMC's payment and invoicing process, please email [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

### **10.4. Interest on late payment**

Late payment interest is charged for Airport User who have passed the due date (30 days from the date of the invoice). The rate of interest is ten percent (10%) per annum.

## **11 OAMC's Liability**

OAMC is fully responsible/ liable for any type of direct damages caused by the services provided and which are caused by OAMC's negligence or willful act. Claims for compensation will only be valid if a written notice of the claim is received by OAMC within one (1) month of the date when the error had been identified, or should have been identified. OAMC's liability is solely for direct damages. OAMC is not responsible/ liable for any indirect damage such as economic losses, loss of profits or any such costs and expenses.

## **12 Force Majeure**

Force Majeure shall mean an exceptional event or circumstance:

- (a) which is beyond a Party's control,

- (b) which such Party could not reasonably have provided against before entering into the Terms of Service agreement,
- (c) which, having arisen, such party could not reasonably have avoided or overcome, and
- (d) which is not substantially attributable to the other Party.

Force majeure may include, but is not limited to exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- (i) war hostilities (whether war be declared or not) invasion, act of foreign enemies,
- (ii) rebellion, terrorism, revolution, insurrection, military or usurped power, or civil war,
- (iii) riot, commotion disorder, strike, or lockout by persons other than the Customer's Personnel and other employees of the Customer,
- (iv) munitions of war, explosives materials, ionising radiation or contamination by radio-activity, and
- (v) natural catastrophes such as earthquake, tsunami, cyclone, sandstorms or extreme weather conditions,

If the performance of OAMC's obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regard to all circumstances affecting the case.

Notwithstanding the above, Force Majeure shall not apply to obligations of either Party to make payments to the other Party.

### **13. Settlement of Disputes**

Any dispute or difference arising from these Terms of Service shall be amicably resolved, failing which they shall be decided by the concerned courts in accordance with the Law.

### **14 Contact details**

Please contact the Airline Marketing Department with any difficulties you might have, or any concerns related to the Terms of Services. Send us an email on [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com)

### **15 Governing Law**

This Term of Service shall be governed by the laws of Oman.

### **16 Waivers**

Any waiver by any Party of any right under this Terms of Service or of any breach by another party shall be effective only if made in writing and signed by such Party and shall not constitute or be deemed as a waiver of any other right or any other breach, whether of a similar or dissimilar

nature to the right or breach being waived. Failure on the part of a Party to complain of any act of any Party or to declare any person in default, irrespective of how long that failure continues, does not constitute a waiver by that Party of its rights with respect to that default.

#### **17 Severability**

If any of the provisions of this Terms of Service are held to be invalid or unenforceable under the applicable law of any jurisdiction, the remaining provisions shall not be affected, and any such invalidity or unenforceability shall not invalidate or render unenforceable that provision in any other jurisdiction. In that event, the Parties agree that the provisions of this Terms of Service shall be modified and reformed so as to effect the original intent of the Parties as closely as possible with respect to those provisions that were held to be invalid or unenforceable.

#### **18 Partnership**

Nothing in this Terms of Service is intended to, or shall operate to, create a partnership between the Parties, or to authorise either Party to act as agent for the other, and neither Party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

#### **19 Rights Cumulative**

The rights and remedies under this Terms of Service are cumulative, may be exercised as often as necessary, and are not exclusive of any other rights and remedies that may exist under applicable law.

## **APPENDIX 1**

### **Airport Services**

#### **Oman Airports provides following services to Airport Users:**

- Infrastructure in line with demand as per established quality standards
- Programming and assigning of airport resources that are needed to operate the flights programmed by the airlines
- Aircraft parking
- Airbridge service
- Catering, refuelling, passenger handling and aprons
- Supervision of quality standards for handling company that operates in the airport

#### **Ground handling Contacts :**

##### **Swissport ground handling contacts :**

###### **Commercial (contractual matters)**

Thomas Konietzko

Vice President Commercial MEA&GKAM

PH +41 43 815 00 88

Email [Thomas.konietzko@swissport.com](mailto:Thomas.konietzko@swissport.com)

###### **Operational**

Fernand Stauffer

Project Manager

PH +359 878 940 902

Email [Fernand.stauffer@swissport.com](mailto:Fernand.stauffer@swissport.com)

##### **Oman air ground handling contacts:**

Khalaf al Mazrui

Ground Handling Manage

[Khalaf.ALMazrui@omanair.com](mailto:Khalaf.ALMazrui@omanair.com)

[goh@omanair.com](mailto:goh@omanair.com)

## APPENDIX 2

### Basic Information To Be Provided

#### 1. Company information:

- Airline Code
- IATA Code
- ICAO Code
- Airline Base
- Location Address
- Postal Address
- Website

#### 2. Contact Person in Head Office for Airport Operations:

- Name
- Designation
- Postal Address
- Telephone Number
- Fax Number
- Email Address
- 

#### 3. Local Contact in Oman or Agent:

- Agent Name
- Contact Person
- Designation
- Postal Address
- Location Address
- Telephone Number
- Mobile Number
- Fax Number
- Email Address

#### 4. Muscat Airport Operation Contact or Airline Operations Contact

- Contact Person
- Designation
- Telephone Number
- Mobile Number
- Fax Number

- Email Address

#### 5. Billing Contact:

- Contact Name
- Designation
- Postal Address
- Telephone Number
- Mobile Number
- Fax Number
- Email Address

#### 6. Schedule:

- Call Sign
- Flight No.
- Route (From/Via/to)
- Landing Airport (MCT/SLL)
- Arrival Timings- Local (MCT/SLL)
- Departure Timings Local (MCT/SLL)
- Days of Operation
- Operation Date (From/to)
- Aircraft Type
- Seating Capacity (F/J/Y)
- Air Craft Maximum Take-Off Weight- MTOW

## APPENDIX 3

### Messages Requested by OAMC

Message Type	Definition	Sending mode (SITA or email)
<b>MVT</b>	Movement messages contains initial and updated (if any) flight information, including delays	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>LDM</b>	Load message contains information about passengers, cargo, and mail	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>PTM</b>	Passenger transfer message or similar message to PTM	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>PRL</b>	Passenger Reconcile List Message contains information relating to the transfer passengers	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>SLS</b>	Statistical Load Signal or similar message	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>ICL</b>	Inbound Connection List	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>
<b>FFM</b>	freight forwarding message	MCTAYXH. Or <a href="mailto:OMAN.STATS@OMANAIRPORTS.COM">OMAN.STATS@OMANAIRPORTS.COM</a>



## APPENDIX 4

### Airport User Charges

#### 1) Landing charge

The landing charge is collected by OAMC and is based on the aircraft's MTOW. If there is no receipt of payment, OAMC will automatically stop future actions until all crucial information is available. Please contact [airlinerelations@omanairports.com](mailto:airlinerelations@omanairports.com) for any enquiries.

Aircraft Weight – MTOW	Rate per Landing (RO)	Rate per Landing (USD)
Up to 5,000 KGS	OMR 5.00	12.987
5 – 49,999 KGS – (5-49 Ton)	OMR 1.25 / Ton	3.2468 USD / Ton
50,000 KGS + (50 Ton)	OMR 1.375 / Ton	3.5714 USD / Ton

#### 2) Parking charge

The Parking charge is collected from Airport Users in order to park an aircraft in a parking space. The charge is applicable to all that want to operate at the Airports. Parking charges are to be paid directly through a bank transfer or by cheque.

Duration of parking	Rate (OMR)	Rate (USD)
First 2 Hours	Free	Free
Every 4 Hours thereafter	CAT A, B, C – OMR 13.540	CAT A, B, C – USD 35.168
Every 4 Hours thereafter	CAT D, E, F – OMR 43.780	CAT D, E, F – USD 113.714

#### 3) Passenger charge

Fees are reflected on the flight ticket, and Airport Users shall collect the fee from the passengers. OAMC shall invoice the Airport User directly, and the Airport User shall contact OAMC to settle the required payment.

In the Sultanate of Oman, 10.00 OMR is collected from passengers on international flights. However, there are exemptions on passenger charges and they are as follows:

- 1) Domestic flight passengers
- 2) Transit passengers

3) Passengers who are younger than the age of two.

<b>Passenger charges</b>	<b>Rate (OMR)</b>	<b>Rate (USD)</b>	<b>Frequency</b>
Departing International Passengers	OMR 10.00	25.974	Per departed passenger
Departing Domestic Passengers	OMR 2.00	2.597	Per departed passenger
Transfer passenger	OMR 1.00	2.597	Per departed passenger

#### **5) Check In Desk Charge**

Each commenced 60 mins per desk OMR. 2.500

#### **6) CUPPS Charge**

Per Departing Passenger\*at MCT OMR . 0.600

Per Departing Passenger\*at SLL OMR . 0.300

#### **7) Aerobridge Charges**

First 90 mins for aircraft up to MTOW 100T OMR 40 and each additional 30 mins OMR 25

First 90 mins for aircraft over MTOW 100T OMR 60 and each additional 30 mins OMR 40

#### **8) Security**

Per departing international each transfer passenger OMR 1

Per each 200 kgs or part thereof outbound international freight OMR 1

The exemptions are : - infants under the age of 2 years;

- Aircraft crew on duty travel in uniform with valid airline ID card

- Domestic departing passengers

#### **9) Security charges**

Charge is currently not applicable.

#### **10) Noise charges**

Charge is currently not applicable.

### **Ground handling Contacts :**

**Swissport ground handling contacts :**

**Commercial (contractual matters)**

Thomas Konietzko

Vice President Commercial MEA&GKAM

PH +41 43 815 00 88

Email [Thomas.konietzko@swissport.com](mailto:Thomas.konietzko@swissport.com)

**Operational**

Fernand Stauffer

Project Manager

PH +359 878 940 902

Email [Fernand.stauffer@swissport.com](mailto:Fernand.stauffer@swissport.com)

**Oman air ground handling contacts:**

Khalaf al Mazrui

Ground Handling Manage

[Khalaf.ALMazrui@omanair.com](mailto:Khalaf.ALMazrui@omanair.com)

[goh@omanair.com](mailto:goh@omanair.com)