



مطارات عُمان
Oman Airports

OMAN AIRPORTS

TERMS OF SERVICES

(effective 1st July 2020)

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1. Definitions

“ACL” means Airport Coordination Limited, the slot coordinator for the Airports;

“AIP” means the Aeronautical Information Publication defined by ICAO;

“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 any of Muscat International Airport, Salalah International Airport, Duqm Airport, and Sohar Airport;

“Airport Operating Hours” means the operating hours published by Oman Airports for the Airports;

“Airport Services” means all services provided by Oman Airports 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. Its responsibility is to control aircrafts on the ground and through airspace. ATC’s responsibility is to prevent any accidents from happening in uncontrolled areas;

“DAR” means Disabled Aircraft Recovery;

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

“Flight Number” means the combination of airline code and the number following it what identifies a particular flight between two airports;

“FLIRT” means Flight Information Report and Transfer System that collects operational data for statistical and invoicing purposes;

“GAT Flights” means all General Air Traffic flights as defined by ICAO;

“GSA” means General Sales Agent;

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

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

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

“**MTOW**” means Maximum Certified Take-Off Weight.

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

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

“**Passenger**” means the following categories:

DOM - domestic flights is when a passenger leaves from the Airport and ends the flight at another airport.

DOM-INT - domestic-international flight is when a Transfer Passenger arrives on a scheduled flight from an airport and continues to an international airport (outside of Oman)

INT - an international flight 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 - international-domestic is when a Transfer Passenger, 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 Airport, Sohar Airport, Duqum Airport in the Sultanate of Oman;

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

“Transfer Passenger” means a passenger arriving on scheduled flight from an airport and continues to another international airport on another flight (different Flight Number) without leaving the passenger terminal transit zone. The flight must not be a return flight for a two-ways 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 a passenger that arrive at an Airport by air but does not leave the aircraft or the passenger terminal transit zone, because the flight will continue to the final destination. The passenger’s Flight number will not change in this instance

“UTC” means Coordinated Universal Time.

2 Introduction

Oman Airports is a government-owned company that manages and operates the civil airports in the Sultanate of Oman and provides integrated airport operations and infrastructure management, such as on-ground services, terminal buildings, cargo buildings, runways, aprons, car parking and other facilities. This Terms of Services document define the services provided at the Airports and the conditions under which they are available. This document will allow Airport users to easily locate required information and contact details needed to start operating at the Airports.

Muscat International Airport

Muscat International Airport can handle more than 20 million passengers per annually. There are 29 contacts stands, 30 remote stands on new apron, 3 MARS cargo stands (MARS), and 25 remote stands at old airport that totals to 87 stands on all civil aprons. The runway at MCT is 4,000 meters long The new Muscat international airport opened 20th March 2018. The new Cargo terminal has a capacity to handle 500,000 tons per year. MCT is run and operated as an “optimised airport” as per the IATA level of service framework. Muscat International Airport has two Code F contact gates that are capable of accommodating the Airbus 380 aircraft.

Salalah Airport

The new Salalah airport was officially opened in 15th June 2015 and can handle up to two million passengers per annum, with eight aircraft stands, and a 4000 meters long runway. The airport is planning to expand in stages, up to 6 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 “Optimum “, and accommodates code F, Airbus 380 Aircrafts.

Sohar Airport

Sohar Airport located in the Northwest of Muscat officially opened on the 18th November 2014 and can handle 250,000 passengers per annum, with four aircraft stands, and a 4000 meters long runway.

Duqm Airport

The new Duqm Airport located in the Southeast of Oman was officially opened on the 14th January 2019. Terminal is able to handle 500,000 passengers annually with four aircraft stands, and a 4000-meters long runway. The new cargo terminal can handle 50,000 tons per annum.

For further information needed on MCT and Regional Airports, please visit Oman Airports’ website www.omanairports.com or email airlinerelations@omanairports.com.

3 Application and validity

The Terms of Service published on Oman Airports' website (www.omanairports.co.om) shall be practiced and understood in accordance to the Omani Law currently in force and all related regulations and decisions. The Terms of Service is used for Airport Services listed in Appendix 1 only. Oman Airports has full rights to amend the information in this document at anytime. The updated Terms of Service is valid from 1st January of each year and it is revised annually.

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

The Terms of Service document is not the only document that the Airport Users shall be compliant with. Other Oman Airports document are also provide information and obligations and Airport Users must comply with the a Airport Security Manual, Health, Integrated Safety Management System and Aerodrome Manual, Airport Emergency Plan and any document Oman Airports issues to the Airport Users). These documents are available at the relevant department of Oman Airports.

4. Airport Operations

4.1. Airports Operating Hours

MCT and SLL are available twenty-four (24) hours a day, seven (7) days a week. Oman Airports' administration offices operate from Sundays to Thursdays 7:00 am to 5:00 pm.

4.2. Airport Security

If Airline employees require access to any of the Airport's security controlled areas for work related reasons; Airlines or Aircraft Operators are required to submit a request letter and all supporting documents to the Commercial department's Airline Marketing team to issue security passes. The required documents are:

Permanent pass (1 to 2 years):

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 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.

All passes applications are submitted online through established focal points. Security Authorities reserve the right not to process the applications after their assessments.

4.3 Airport Operation Control Center (AOCC)

The AOC is an integrated operations center which performs major controls of the overall operations including management of airport throughput and ensuring operations efficiency through effective centralized coordination and communications. The dynamic day-to-day operations management, monitoring the ground handlers' performance and measuring the airlines punctuality. To ensure the integrity of the airport overall operations, the AOC is equipped with an advanced system with capabilities of interacting with other system components and exchange information between several stakeholders to optimally fulfil the operating needs.

The AOC is managing the overall operations with all essential airport processes from passenger check-in to aircraft turnaround. The AOC acts as the centralized point of contact for Muscat International Airport where operators constantly communicate and co-ordinate, develop and maintain dynamically joint plans and execute those in respective area of responsibility.

The AOC represents the core information basis of the overall airport management. The management of the airport operational data base is another task of the AOC. The AOC is considered as the central tool of the airport where representatives of multiple operations departments are integrated to work as one body. The AOC is also performing other functions such as providing relevant information of the airport, air and land traffic information, ground operations information, weather conditions. Some of important information are collected, monitored, and analyzed in the center in order to best utilize the airport resources. Some other information is appropriately prepared for displaying to give the executive OPS teams aids for tactical planning and decisions to operate the airport and traffic in an optimum manner.

The AOC is equipped with planning and simulation tools for pre-tactical and in some cases strategic planning. The capabilities of the AOC technical systems and tools are adjusted to the complexity of the airport infrastructure and the volume of daily air traffic. Such technical tools and integrations concept, enable all the airport users and stakeholders in achieving a better level of performance.

The internal formation of the AOCC team at MCT is constructed to include four main roles divided into two 12 hours shifts a day with four shift teams to cover the 24 hours through the seven-week days. The AOCC team is divided into the following roles:

- The Airport Operations Center Duty Managers (AOCDM)
- The Airport Operations Controllers (AOC).
- The Terminal Operations Controllers (TOC).
- The Airfield Operations Controllers (AFC).
- The Incident Controllers (IC).

Task	AOC Role	Contact Numbers
For any Operational inquiries	Centralized point of contact for the overall airport operations.	24352555
Stakeholders, airlines, Ground handlers and airport customers general inquiries	For any services or operational inquiries to communicate with AOC	AOC DM 24352500/ Duty Mobile: 71518605 Or AOC: 24352555 Duty Mobile: 99327846
Handling Emeragcnies, coordinations, notifications and communications.	AOC DM to cascade information to the Incident Controller	IC: 24352888 AOC DM:24352500/ Mobile: 71518605
Handling Medical cases	For any medical emergencies, contact the Incident Controller.	IC: 24352888
Monitor/Adjust Stands, Gates, Carousels, Check-in Counters	Execute changes and adjust the allocation according to operations requirements.	AOC:24352555 Terminal related OPS 24352532 Airside related OPS 24352522
Monitor and manage Flight Information Display System (FIDS)	Monitor and manage the Flight Information Display System. For any FIDS system failure or screens issues, coordinate with ICT Service Desk.	AOC: 24352555 ICT – Service Desk 24351111
Allocation plans	Prepare a 24 hours allocation plan.	AOC: 24352555

Aircraft Towing Plans	Prepare of Aircraft Towing plans.	AOC: 24352555
AMS Web	Automatic update of AMS Web with daily flight schedule. In case of AMS Web failure, to report any issue to ICT – Service Desk	AOC number 24352555 ICT – Service Desk 24351111
Slot coordinations and Approvals (Weekends)	Shift on Duty to coordinate and approve slots as per the slot coordination process (AOC performs this task only during Weekends).	AOC: 24352555 e-mail: aocc@omanairports.com
Management of Airport Operational Database	To manage the AODB for Muscat International Airport. Through systems, the AOC provide OPS data to the airport community.	AOC: 24352555
Management and coordinations for VIP Flights.	Manage and coordinate with Royal Protocol and relevant Ground Handler and service providers to handle scheduled & GA VIP flights.	AOC: 24352555
Emergencies/Incidents/Accidents	Incident Controller to communicate with relevant parties and trigger emergency notifications and	Incident Controller:2435288824352535/24352534/24352533

	situational status updates.	
FDAS	Monitor the Fire Detection Alarm system and dispatch firewardents and RFFS. For any fire alarm system issues, to contact Incident Controller	IC: 24352888
Monitoring of Passengers Terminal Building, passenger services, critical passenger journey touch points, bottle neck areas and general passengers flow.	Monitor passenger flow and identify bottle necks and congestions in the terminal and coordinate with relevant stakeholders whenever required.	TOC: 24352532
Airport Resources Management	All information about airport resources status	EMC number +243-52333 AOC number +243-52555
Daily Flight Schedule		
Management & coordinations for maintenance activities.	Managing and coordinating for the airport facility and systems maintenance.	
ATC liaison and communications	Main focal point for the airport to relay messages and queries for flights through direct communication with ATC	
Health & Safety	Incident Controller to coordinate with	IC- +243-52888

		operations teams and Medical teams for any HSE issues.	
Airside monitoring, coordinations and VDGS management.	activities airfield and system	Contact Airfield Controller for any airfield observations and issues such as VDGS failure, oil spillage, FOD, GSE, PBB issues, aircraft towing etc..	AFC: 24352522

4.4. Slot Coordination at MCT

MCT is officially designated as IATA Level II which is slot facilitated. Level II airport is where there is potential for congestion during some periods of the day, week or season, which can be resolved by schedule adjustments mutually agreed between the airlines and facilitator.

Oman Airports has appointed ACL as its slot facilitator of the Airports.

Oman Airports in coordination with ACL (Airport Coordination Limited), have defined capacity parameters for the following:

- Aircraft stands
- Departure gate
- Check-in counters
- Terminal capacity
- Runway Capacity

ACL confirms slots based on the above parameters and IATA guidelines.

Airlines or Aircraft Operators who fail to complete the required documentation will not receive a slot/landing permit. Oman Airports has the right to restrict the services available at the Airport.

Flight approval processes differ according to the following categories:

- Scheduled Airlines
- General Aviation
- Non-Scheduled Airlines and Others
- Military & Diplomatic Flights

A) Scheduled Airlines

This is applicable for new requests operated by scheduled airlines and changes/revision in the approved flight schedule such as changes in the timing, aircraft type or any other changes in the schedule.

A slot request is filed to ACL (online portal) or via e-mail in the IATA SMA Format. The Aircraft Operator/Airline is responsible for arranging ground handling services from the respective handler and obtaining the landing permit from the Public Authority of Civil Aviation – Air Transport Department.

B) General Aviation

Jetex is the exclusive handler for General Aviation flights for MCT and SLL. A request should be sent to Jetex, as they coordinate for slots, ground handling services and landing permits on behalf of the flight operator. Find contact details in 4.6.

C) Non-scheduled Airlines and Others

This is applicable for new requests operated by non-scheduled airlines, aircraft operators, charter flights, cargo flights and changes/revision in the approved flight schedule such as changes in the timing and aircraft type or any changes in the schedule.

A slot request is to be filed to ACL (online portal) or via e-mail in the IATA SMA Format. The Aircraft Operator/Airline is responsible for arranging ground handling services and obtaining the landing permit from PACA – Air Transport Department.

Short notice flight requests filed within 24 hours from the date of operation are to be filed through the Capacity Department.

Charter flights with passengers and/or cargo, technical stops, ferry flights and bad weather diversions that operated by commercial airlines are handled by the two ground handling service provider: Transom or Swissport. All other operations is handled by Jetex.

D) Military, Diplomatic and VVIP Flights

Military, Diplomatic and VVIP flight request must be submitted through diplomatic channels, slots are only approved through the Ministry of Foreign Affairs – Oman. The Aircraft Operator and handling agent cannot obtain slots directly from ACL or from Oman Airports. Military and diplomatic flights can be handled by any ground handler based on the the operator's selection.

4.5 Schedule coordination at Regional Airports

Salalah, Sohar and Duqm Airports are classified as IATA level I airport, a slot request is required to be filed to ACL for flight coordination purposes and for obtaining the necessary approvals.

The Aircraft Operator/Airline is responsible for arranging ground handling services from the respective handler and obtaining the landing permit from the PACA – Air Transport Department. This is applicable for new requests operated by all types of airlines, aircraft operators, schedule services, charter flights, cargo flights, ad-hoc flights, general aviation, helicopters and changes/revision in the approved flight schedules such as changes in the timing, aircraft type and any other schedule changes.

4.6 Contacts for slot coordination

Oman Airports	
Contacts during Working Hours	Contacts during Non-working Hours, Weekends & Public Holidays Contacts
Capacity Team E-mail: schedule@omanairports.com Tel.: +968 24352560/1 Available from Sunday – Thursday from 08:00-16:00 Local time.	MCT- AOCC: E-mail: aocc@omanairports.com Tel.: +968 24352555 Mob: +0968 71518605 SLL – AOCC: E-mail: aocc_sll@omanairports.com Tel.: +968 23367888 Mob: +968 93272954 DQM – OPS: E-mail: ahmed_alfarsi@omanairports.com Tel.: +968 93944983 OHS – OPS: E-mail: ali.alkhaifi@omanairports.com Tel.: +968 91394591 MCT & SLL AOCCs are available 24/7. DQM & OHS OPS are available during operational hours (daylight).
Airport Coordination Limited	
Website www.online-coordination.com E-mail: slots@acl-international.com Working Hours: from Monday – Friday, 07:00-17:00 UTC (excluding UK Public Holidays)	
Public Authority of Civil Aviation	

Air Transport Team E-mail: permits@paca.gov.om Tel: +968 24354062/5 Available daily from 07:00-21:00 Local time
TRANSOM E-mail: GOH@transom.om Tel.: +968 24356765/58 Mob: +968 99373915 Available daily from 07:00-15:00
Swissport E-mail: Didier.Steullet@swissport.com Hector.Pujadas@swissport.com Tel.: +968 24356677 Mob: +968 94370456 Available daily from 07:00-15:00
Jetex Jetex FBO - Muscat E-mail: fbo-mct@jetex.com Tel.: +968 24356060 Mob: +968 91300323 Available 24/7

4.7 Non-working hours, weekends and public holidays

A flight request is to be filed to ACL through the online slot filing portal or via e-mail in the IATA SMA Format. The slot confirmation email should be sent directly to the AOC team for coordination purposes. The Aircraft Operator/Airline is responsible for arranging ground handling services from the respective handler and obtaining the landing permit from the PACA – Air Transport Department. This is applicable for new requests operated by all types of airlines, aircraft operators, schedule services, charter flights, cargo flights, ad-hoc flights, general aviation, helicopters and changes/revision in the approved flight schedules such as changes in the timing and aircraft type and any changes in the schedule.

4.8. Licenses and insurance required

Airlines operating services to the Sultanate of Oman are required to carry their licenses and appropriate insurance (third party insurances including but not limited to Aviation Liability/ Liability insurance for a minimum limit of USD 500 million which may be amended from time to time) at all times, and must be valid and up to date. 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 the minimum insurance mentioned above, or the aircraft licenses and insurances are not updated, or is insured for a smaller amount than required by law, Oman Airports 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 / Phone number (+968) 24354011

4.9. Right to prevent aircraft departure for flight safety reasons

Oman Airports and government authority have 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 Safety Department at the PACA have listed certain regulations that prevent aircrafts 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 Installation, copy of AOC, etc.).
- Crew licences are not valid or missing (including 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 performed, a decision can be made whether an aircraft can depart.

For further information regarding prevention of aircrafts departing for safety reasons, please contact Airline Marketing Department

Email: airlinerelations@omanairports.com / Phone number (+968) 24352106

4.10. DAR Terms & Condition

The responsibilities in case of an aircraft disabled on the runway of an airport are under the ICAO Doc 9137, airport service manual, part 5:

“The responsibility for recovering disabled aircraft from the runway is that of registered owner who will normally seek advice from the insurance representative, the aircraft manufacture a local airline or a contractor.

However, if the registered owner or operator cannot remove the aircraft or is dilatory in doing so, the airport management should have authority to act for the owner or operator with minimum delay. To ensure that secondary damage does not occur, it is important that such authoritative provisions do not imply that other than proper recovery procedures may be used for removal of disabled aircraft.

Apart from this immediate responsibility in each case, a considerable responsibility falls on both airport authority and aircraft owner. If the task of removal is to be started and completed as quickly as possible.”

Oman Airports being the operator of the Airports and responsible for its customers to ensure that the Airports are available at all times and in addition they are multi-operated by other government bodies, including Royal Flight, the quickest removal of disabled aircraft is of paramount importance. Immediate action to remove the disabled aircraft inevitable from day one of the incident/accident occurrence. The terms and conditions of the DAR services at the Airports is in Appendix 4.

5 Environment

5.1. 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.

5.2. 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 Oman airports Email: muscat.hse@omanairports.com.

6 Information and data to be provided to Oman Airports

6.1. 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. Oman Airports is not responsible for any inadequacy. If information provided is not correct, Oman Airports will stop the process until all details are received from the Airport User. The Airport User shall forward the required information listed in Appendix 2 directly to airlinerelations@omanairports.com.

6.2. Advance information for the aeronautical season

The following information to be provided by the Airline and Aircraft Operator

- Documents reflecting the aircraft type and MTOW, both Aircraft noise certificate and airworthiness certificate,
- Flight signs and/or arriving and departing flight numbers,
- Fleet information.

Information provided by the previous section 6.1 in Appendix 2 should be provided to Oman Airports in advance.

Airport User shall notify Oman Airports with any changes to the information in this section 6.

Email: airlinerelations@omanairports.com if the Airport User needs clarification or information.

6.3. Invoicing data and 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.

Oman Airports 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 Oman Airports 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 Oman Airports is used on paper in exceptional situations only. Instead of using that form, a respective EDP file has to be prepared and transferred to Oman Airports. 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 Oman Airports 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 Oman Airports 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. No adjustment will be made to these invoices even if the correct information is received later.***

Oman Airports 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.

Please note that the required messages and format is 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.

7 Airport Usage Charges

7.1 Airport services and charges

The fees for Airport Services – provided by Oman Airports 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 Oman Airports under the invoicing and payment conditions pursuant to Section 8 of this document.

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 published on Oman Airports website www.omanairports.co.om.

7.2 Other Charges

Ramp Services, Flight Operations Services, Baggage Load Control, Flight Operation Services, and Baggage Reconciliation System (BRS) are airport services provided by the ground handling company not by Oman Airports. Currently there are two Ground Handling companies providing services at the Airports, TRANSOM Handling and Swissport. For further information regarding contact details for ground handling services please see Appendix 1.

Airport Users shall be informed of updated charges when changes occur. Airport Users are obligated to pay charges to start operating at Airports.

8 Payment of Charges

8.1. Methods of payment

Airport User is responsible for paying all required costs listed down by Oman Airports. It is Oman Airports’ 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 add Fifty two United States Dollars (USD 52) towards corresponding bank charges. Oman Airports reserves the right to increase or change the rates at any time.

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

For more information regarding payments, please email the and Finance Department finance.oamc@omanairports.com or Airline Marketing Department airlinerelations@omanairports.com.

8.2. Bank guarantee

Oman Airports requires all Airport User to submit a bank guarantee, in particular new Airport User's bank guarantee must cover two (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. Oman Airports may require that the bank guarantee must be effective for an unsettled time. Oman Airports has the right to accept or decline the Guarantee if found incomplete or does not comply with the instructions provided by Oman Airports.

8.3. Payment on invoice

Charges must be paid directly to one of Oman Airports' bank account below. Oman Airports' preferred bank is the National Bank of Oman.

SI No.	Name of Bank	Name of Branch	Address	Swift Code	Account Number
1	National Bank of Oman	Corporate	P O Box 751, PC 112, Sultanate of Oman	NBOMOMRX	1074378256001
2	Bank Muscat	Ruwi Main	P O Box 134, PC 112, Ruwi, Sultanate of Oman	BMUSOMRX	0423010849180012

The full amount must be received by Oman Airports in cleared funds within thirty (30) days from the date of the invoice, and delayed payment interest (point 8.4) will be charged if payment is received after the due date.

The invoice shall be sent directly to the Airport User's email address from receiving date of invoice. The Airport User shall settle the invoice in full within thirty (30) days. **It is Airport User responsibility to update finance department for any changes in the list of Airport User's email addresses.**

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 Oman Airports.

Oman Airports' invoice shall be applicable for all airport user charges published on Oman Airports' website. If the Airport User requires more information about Oman Airports' payment and invoicing process use email address below.

For all communication in this point 8.3 use email finance.oamc@omanairports.com

8.4. 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.

9 Oman Airports Liability

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

10 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 catastrophies such as earthquake, tsunami, cyclone, sandstorms or extreme weather conditions, or pandemic.

If the performance of Oman Airports' 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.

11. 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 the Sultanate of Oman in accordance with the Law.

12 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

13 Governing Law

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

14 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.

15 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.

16 Partnership

Nothing in this Terms of Service is intended to, or shall operate to, create a partnership between the Parties, or to authorize 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).

17 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:

- Ensuring the safe and secure operation of the Airports.
- Infrastructure for aircrafts and passengers 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 and Aircraft Operators.
- Aircraft parking.
- Airbridge service to contact stands.
- Supervision of quality standards for handling company that operates in the airport

Airport Handling Services that are provided by contracted partners (these are not in the scope of this document, it is only for information):

a) Ground Handling:

TRANSOM Ground handling

Mohammed Al zidjali

Mohamed.ALZadjali3@ogh.om

+968 99319777

SwissPort

Khalaf Al Mazrui

khalaf.almazrui@swissport.com

+968 9858 1274

b) Cargo Warehouse Handling:

TRANSOM SATS Cargo:

umana.ALHasni@transom.om ,

Marketing officer

c) In Flight Catering Service:

TRANSOM Catering:

Al Waleed Al Abri

Waleed.Alabri@transom.com

+968 99420006

APPENDIX 2

Basic Information (Section 6)

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. Slot requests:

- SMA: Schedule Movement Advice (IATA format)
- Aircraft registration
- Call Sign
- Aircraft Maximum Take-Off Weight -MTOW
- Aircraft operator
- Purpose of Flight
- Purpose of Landing
- Responsible Authority & Contact details (Billing Address & Email) for Settling Air Navigation, Ground Handling, Passenger Tax, Landing & Parking Charges and Other Charges.
- Details and Number of Crew and Passengers.
- For Charter & Cargo Flights, Consignor/consignee & Nature of Cargo

APPENDIX 3

Messages Requested by Oman Airports

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

APPENDIX 4

Terms & Conditions for DAR Service

a) **Terms of Agreement**

The term of this Agreement shall commence upon execution by the parties and shall continue until the aircraft is removed from the maneuvering area.

b) **Disabled Aircraft Recovery Services**

The Airport shall provide disabled aircraft recovery services which include the safe, expedient removal of a disabled aircraft from the incident scene to a safe and stabilized recovery location. The Airport shall recover the aircraft in such a manner so that secondary damage to the aircraft during the recovery effort is prevented or minimized.

c) **Airline Assistance**

The Airline or Aircraft Operator will appoint a representative to the Airport to provide technical support and assistance during the recovery/removal process.

d) **Compensation**

Apart from Access fees which is part of landing fees, the Airline or Aircraft Operator agrees to compensate the Airport for the cost of all tools, materials, equipment, contracted services and personnel necessary to perform the aircraft recovery/removal operation. The Prices and Rates for the work performed by the Airport are listed next page.

e) **Release Of Liability**

In consideration of the Airport being permitted to perform the aircraft recovery services, the Airline or Aircraft Operator hereby releases, waives, and discharges the Airport and its representatives and employees, except as a result of the willful misconduct of the Airport, its representatives or its employees, harmless from and to indemnify the Airport and its representatives and employees against all claims, demands, losses, damages, costs, charges and expenses which may be brought against or sustained by the Airport or its representatives or its employees in consequence of assistance being rendered.

f) **Indemnification**

In consideration of the Airport being permitted to perform the aircraft recovery services, the Airline or Aircraft Operator hereby agrees, to the extent permitted by laws of the Sultanate

of Oman, to indemnify, defend and hold harmless the Airport, and its and its representatives and employees (collectively, "Indemnitees") in respect of loss of or damage to property or death or personal injury to the said employees or representatives as a result of their participation in the removal of aircraft from the aircraft maneuvering area and any other assistance in or about that operation.

Oman Airports Disabled Aircraft Recovery Cost Calculation Worksheet				
Personnel Cost				
	Qty.	Hourly Rate	Hours	Cost
DAR Coordinator	1	\$235.00	8	\$1,880.00
DAR Manager	1	\$175.00	8	\$1,400.00
Aircraft Maintenance Engineers	4	\$150.00	8	\$4,800.00
DAR Specialist	6	\$150.00	8	\$7,200.00
DAR Support Team	6	\$100.00	8	\$4,800.00
Management Team	8	\$200.00	8	\$12,800.00
Total Personnel Cost				\$31,200.00
OMAN AIRPORTS Equipment Cost				
	Qty.	Use Rate	Days	Cost
R2s-7 Lifting column	2	\$34,900.00	1	\$69,800.00
R2s-8 Lifting column	1	\$38,100.00	1	\$38,100.00
Low Pressure Lifting Bags (43t)	2	\$7,500.00	1	\$15,000.00
Tethering Kit	1	\$5,500.00	1	\$5,500.00
Compressor and accessories	1	\$5,500.00	1	\$5,500.00
Full Range Multi-Sling	1	\$11,820.00	1	\$11,820.00
DAR Support Kit	1	\$2,400.00	1	\$2,400.00

AETS-55 AC Emergency Towing Set	1	\$1,800.00	1	\$1,800.00
Debagging Kit with pulley	1	\$7,795	1	\$7,795.00
Recovery Dolly 10 ton	1	\$5,920	1	\$5,920.00
Recovery Dolly 30t.	1	\$12,453.00	1	\$12,453.00
Recovery Dolly 90t.	1	\$33,029	1	\$33,029.00
Recovery Trailer 40t.	1	18,936.00	1	\$18,936.00
Trailer for all gear collapse	3	\$45,768	1	\$137,304.00
Ground Reinforcement Mats	6	\$2,223	1	\$13,338.00
HDPE Cribbing	14		0	\$0.00
Total Cost Equipment				\$378,695.00
Other Cost (Contracted Services)	Qty.	Cost		Cost
Transportation		As per third part cost		\$0.00
Crane and Crane Crew		As per third part cost		\$0.00
Back-Hoe/OAS		As per third part cost		\$0.00
Compactor		As per third part cost		\$0.00
Gravel/Back-Fill		As per third part cost		\$0.00
Food		As per third part cost		\$0.00
Inflatable Tent		As per third part cost		\$0.00
Total Other Cost (Other Equipment & Contracted Services)				
Total Cost of Recovery Operation (Provided personnel worked 8 Hrs)				\$409,895.00
Cost of the recovery operation to be invoiced to the affected airline/aircraft operator				

Note* *DAR support team number manpower may increase according to the requirement.*

DAR Manager: Mohammed Al Shuaili

Phone Number: 0096899422350

Email: mohammed_shuaili@omanairports.com

DAR specialist: Ahmed Al Ghazi

Phone Number: 0069896107766

Email: ahmed.alghazi@omanairports.com

DAR Specialists: Muhannad Al Riyami

Phone Number: 0096896901001

Email: muhannad.alriyami@omanairports.com

DAR Specialist: Ibrahim Al Abri

Phone Number: 0096897772090

Email: ibrahim.alabri@omanairports.com