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OMAN AIRPORTS TERMS OF SERVICES

(Effective from 1st December 2025)

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Table of Contents

CONFIDENTIALITY	
Definitions	3
1. Introduction	8
1.1 Muscat International Airport (MCT)	8
1.2 Salalah Airport (SLL)	8
1.3 Sohar Airport (OHS)	8
1.4 Duqm Airport (DQM)	9
2. Application and validity	9
3. GENERAL TERMS OF SERVICES	10
4. GENERAL COMPLIANCE	11
5. Operational Data Requirements	12
6. Data Verification	12
7. Airport User's Contact Details	13
8. Airport Operations Control Center (APOC)	13
8.1 APOC Operating Model and Services	14
8.2 Operational Data Management	14
8.3 Monitoring and Reporting Airport Performance	14
8.4 Communications and Coordination	14
9. Slot Coordination	15
9.1 Process for Categories 1,2,3	15
9.2 Operating Off-Slot Hours	16
9.3 Over Filing Process for Oman Airports (Current / Next Season)	16
9.4 Aircraft Operator Codes	16
9.5 General Aviation	16
9.6 Non-scheduled Operators and Others	16
9.7 Military, Diplomatic and VVIP Flights	16
9.8 Non-working hours, weekends and public holidays	17
9.9 Contacts Details	17
10. Airports Operating Hours	18
11. Airport Security	18
11.1 Permanent pass (1 to 2 years):	18
11.2 Temporary pass (Maximum 3 days)	19
12. Security Compliance	19
13. Inadmissible Passenger	19
13.1 Procedures	19
13.2 Fines	20
14. Emergency Planning and Response	20
15. Rescue and Fire Fighting Services (RFFS)	21
17. Fire Prevention	22
18. Disabled and Abandoned Aircraft	22
19. DAR Terms and Conditions	23
20. Airlines licenses and Insurance Requirements	24

21. Environment.....	24
21.1 Permitted Aircraft Noise Emissions.....	24
21.2 Reducing Environmental Impacts at Airports	24
21.3 Reporting and Cleaning of Spillage at Airport	25
21.4 Reporting of Accidents, Incidents and hazards	25
21.5 Fuel, Hydraulic and Dangerous Goods Spillage	25
22. Airport Usage Charges	25
22.1 Airport Services and Charges	25
22.2 Other Charges.....	26
23. Payment of Charges.....	26
23.1 General Payment Obligations.....	26
23.2 Payment on Invoice	26
23.3 Advance Payment.....	27
23.4 Interest on Late Payment	28
23.5 Consequences of Payment Default	28
23.6 Dispute Resolution for Charges	28
23.7 Penalties collection	28
24. Billing Information and Data to be Provided to Oman Airports	29
24.1 Basic Details of the Airport User.....	29
24.2 Advance Information for the Aeronautical Season.....	29
24.3 Invoicing Data and FLIRT – SITA MESSAGES	29
25. Insurance.....	31
26. Oman Airports Liability.....	31
27. Force Majeure	31
28. Governing Law and Settlement of Disputes	32
29. Contact details of Commercial Department	32
30. Waivers	32
31. Severability	33
32. Partnership.....	33
33. Rights Cumulative.....	33
34. Customer Experience.....	33
APPENDIX 1 - Airport Services	35
APPENDIX 2- Operators Contact Details.....	36
APPENDIX 3 - Messages for Billing purposes.....	38
APPENDIX 4 – Conditions of Use for DAR Services	39



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Definitions

“ACDM” means Airport Collaborative Decision making;

“Ad-hoc Flight” means flights that are operated on an irregular or one-off basis. These flights do not adhere to any regular schedule and are usually arranged to meet specific operational needs or additional capacity;

“Agreement” means formal contract or legal licensing arrangement between Oman Airports and the Civil Aviation Authority (CAA) for the management and operation of Muscat International Airport (MCT) and Salalah Airport (SLL) and Sohar Airport (OHS), and the formal contract or legal arrangement between Oman Airports and the Public Authority for Special Economic Zones and Free Zones (OPAZ) for the management and operation of Duqm Airport;

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

“Airline” means an organization that carries passengers and cargo by an aircraft, and that is certified and designated by a governmental agency/or document. This definition applies to both singular and plural references (i.e., "Airline" and "Airlines"), as the context may require;

“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;

“Aircraft Recovery”: an Aircraft that is unable be moved under its own power or through the normal use of an appropriate tow tractor and a tow bar;

“Aircraft Recovery Plan”: a plan outlines the procedures, resources, and actions needed to safely and efficiently remove a disabled or damaged aircraft from a runway, taxiway, or other operational area at an airport. The primary goal is to minimize disruption to airport operations, ensure safety, and prevent further damage to the aircraft;

“Aircraft Operator Security Program” means the security document that shall be submitted by foreign aircraft operators per sub clause 4.3;

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

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

“Airport Operator” refers to Oman Airports Management Company S.A.O.C (“Oman Airports”), including its officers, employees, agents, and contractors, responsible for the management and operation of the Airport facilities and services;



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"Airport Premises" refers to all land, buildings, facilities, and infrastructure owned, operated, or managed by Oman Airports, including runways, taxiways, terminals, parking areas, and any other area designated for airport-related operations and services;

"Airport Services" means all services provided by Oman Airports and listed in Appendix 1, as amended from time to time;

"Airport User" means the Airline or Aircraft Operator using the Airports. This definition applies to both singular and plural forms (i.e., "Airport User" and "Airport Users"), depending on the context;

"Airport Premises" means the entire area of land and facilities that are designated for the use of aircraft operations and related activities;

"AODB" means Airport Operational Data Base which monitors Airport operations in real time and collects flight data;

"ATC" means Air Traffic Control which provided to prevent collisions between aircraft and to ensure the safe, orderly, and expeditious flow of air traffic within controlled airspace and at airports;

"CAA" means the Civil Aviation Authority in the Sultanate of Oman;

"CAR139" means the Civil Aviation Regulation governing Aerodrome Certification, Design, and Operation, issued by the Civil Aviation Authority (CAA);

"Charter Airline" means an airline that operates flights on a non-scheduled basis, often hired by a third party. These airlines operate outside the standard schedules and typically provide charter flights based on demand;

"DAR" means Disabled Aircraft Recovery;

"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;

"General Aviation" means all civil aviation operations other than scheduled air services and non-scheduled air transport operations for remuneration or hire;

"Ground Handler/s" mean an organization or service provider responsible for providing various ground services for aircraft at airports;



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“GSA” means General Sales Agent; which is a third-party company or agent appointed by an airline to manage and promote its sales in regions where the airline may not have its own local office;

“IATA” means the International Air Transport Association;

“ICAO” means the International Civil Aviation Organization;

“Inadmissible Passenger” means any passenger who is refused entry to Oman by the Immigration Authority and/or a passenger who is denied onward carriage through the Sultanate due to improper or insufficient documentation. This may include but not limited to, absence, expiration or forgery of visa, passport, travel or health documents;

“Law” means any decree, ministerial decision, statute, statutory instrument, law, proclamation, order, regulation, resolution, notice, directive, treaty or other instrument or requirement having the force of law within Oman issued, declared, passed or given effect to in any manner by the Government of Oman, any Government Authority or any court or other judicial forum having competent jurisdiction;

“MTOW” means Maximum Certified Take-Off Weight;

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

“NCASP” means National Civil Aviation Security Program established by the CAA to safeguard civil aviation against the acts of unlawful interferences;

“TAM” means Total Airport Management;

“OHS” means Sohar Airport;

“Oman” means 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 these Terms of Services;

“Party” or “Parties” refers to Oman Airports and the Airport User(s) who are bound by these Terms of Services, either individually or collectively, as the context requires;

“Passenger” means the following categories:

DOM (Domestic Passenger): means passenger who travels on a flight that both departs from and arrives within Oman, without crossing international borders;

DOM-INT (Domestic-International Passenger): means a transfer passenger who arrives at the Airport on a domestic flight from within Oman and continues on an international flight to an airport outside Oman;



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INT (International Passenger): means passenger who travels on a flight between two or more countries. Specifically, international passengers are those who depart from one country and arrive in another, crossing international borders during their journey; and

INT-DOM (International-Domestic Passenger): means a transfer passenger who arrives at the Airport on an international flight from a foreign country and continues on a domestic flight to another airport/Airport within Oman.

"Regional Airports" means Sohar Airport and Duqm Airport located in the Sultanate of Oman;

"RO" means Rial Omani; the lawful currency of Oman;

"RFFS" means Rescue and Fire Fighting Services;

"Scheduled Airline" means an airline that operates flights on a regular, published schedule, regardless of the level of demand. These airlines provide consistent services based on a fixed timetable;

"SLL" means Salalah Airport;

"The Slot Coordinator" is the body responsible for the process of allocating specific time slots for aircraft arrivals and departures at congested airports to ensure the safe, efficient, and orderly flow of air traffic. Oman Airports is currently engaging Airport Coordination Limited (ACL) as the slot coordinator at MCT, SLL and OHS;

"Transfer Passenger": A passenger who arrives at the airport and continues their journey on another flight, usually with a different flight number, without leaving the airport or clearing customs and immigration for entry into the country of the connecting airport;

"Transit Passenger": A passenger who arrives at an airport on a flight and continues their journey on the same aircraft;

"UTC" means Universal Coordinated Time; and

"Working Days" means any day other than Fridays, Saturdays, and official public holidays in the Sultanate of Oman, on which banks and government offices are generally open for business.

Please note that the scope of this document is limited to the Airports indicated. Availability of each service is marked under the relevant Airport columns:

Section	Services	Muscat	Salalah	Sohar	Duqm	PDOs
8	Airport Operations Control Center (APOC)	✓	✓	×	×	×
9	Slot Coordination	✓	✓	✓	✓	×
11	Airport Security	✓	✓	✓	✓	✓
12	Security Compliance	✓	✓	✓	✓	✓
13	Inadmissible Passenger	✓	✓	✓	✓	✓
14	Emergency Planning and Response	✓	×	×	×	×
15	Rescue and Fire Fighting Services (RFFS) and Fire Safety	✓	×	×	×	×
16	Fire Prevention	✓	×	×	×	×
17	Disabled and Abandoned Aircraft	✓	✓	✓	✓	✓
19	Right to prevent aircraft departure for flight safety reasons	✓	✓	✓	✓	✓
20	DAR Terms and Condition	✓	✓	✓	✓	✓
22	Environment	✓	✓	✓	✓	✓



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1. Introduction

Oman Airports is a government-owned company responsible for managing and operating Muscat International Airport (“MCT”), Salalah Airport (“SLL”) and Sohar Airport (“OHS”) in Oman under the authority of the Agreement signed with the CAA and responsible for managing and operating Duqm Airport under the Agreement with the Public Authority for Special Economic Zones and Free Zones (OPAZ).

Under these Agreements, Oman Airports provides integrated Airport operations and infrastructure management, such as on-ground services, terminal buildings, cargo buildings, runways, aprons, car parking and other facilities. These Terms of Services document define the services provided at the Airports and the terms 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. The following airports fall under the scope of this document.

1.1 Muscat International Airport (MCT)

Under the authority of the License Agreement between Oman Airports and the CAA, Oman Airports manages and operates Muscat International Airport. Muscat International Airport can handle more than 20 million passengers annually. There are 29 contact 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. At Muscat International Airport, there are two parallel runways. The North runway measures 4,000 meters in length and 60 meters in width, while the South runway is 4,080 meters long and 45 meters wide. The cargo terminal has a capacity to handle 500,000 tons per year. MCT is run and operated as an “optimized airport” as per the IATA level of service framework. MCT has two Code F contact gates that are capable of accommodating the Airbus 380 aircraft.

1.2 Salalah Airport (SLL)

Under the authority of the License Agreement between Oman Airports and the Civil Aviation Authority (CAA), Oman Airports manages and operates Salalah Airport. Salalah Airport can handle up to two million passengers per annum, with eight aircraft stands, and a 4,000 meters long runway. The cargo terminal has a capacity of 100,000 tons per annum. Salalah Airport is operated as an “optimized airport” as per the IATA level of service framework and accommodates code F, Airbus 380 Aircrafts.

1.3 Sohar Airport (OHS)

Under the authority of the License Agreement between Oman Airports and the CAA, Oman Airports manages and operates Sohar Airport. Located in the Northwest of Muscat, OHS can handle 250,000 passengers per annum, with four aircraft stands and a 4,000 meters long runway.



1.4 Duqm Airport (DQM)

Under the authority of the Operations and Management Agreement (OandM) between Oman Airports and the Public Authority for Special Economic Zones and Free Zones (OPAZ), Oman Airports manages and operates Duqm Airport, which is located in the South-East of Oman and the passenger terminal can handle 500,000 passengers annually with four aircraft stands, and a 4,000-meters long runway. The cargo terminal can handle 50,000 tons per annum.

For further information needed on Airports, please visit Oman Airports' website www.omanairports.co.om or email airlinerelations@omanairports.com

2. Application and validity

The Terms of Services published on Oman Airports' website (www.omanairports.co.om) apply exclusively to the Airport Services listed in Appendix 1. Oman Airports reserves the rights to amend the information in this document at any time.

Airport Users shall only utilize services provided by Oman Airports, its subcontractors or agents 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, a penalty of ten thousand Rial Omani (RO 10,000) applies and the Airport User shall immediately stop using the non-approved service provider after receiving written notice from Oman Airports.

In addition to these Terms of Services, Airport Users must comply with all other relevant documents issued by Oman Airports, which outline additional obligations and requirement. These documents include, but are not limited to:

- Airport Security Program Manual,
- Health and Integrated Safety Management System,
- Aerodrome Manual,
- Airport Emergency Plan,
- Data Specifications Document,
- The Airport Fine Scheme (for Muscat and Salalah Airports),
- Any document issued by Oman Airports to the Airport Users.
- Stakeholders Engagement Plan
- Performance Monitoring Guidelines

These documents are available from the relevant department of Oman Airports, and it is the responsibility of the Airport User to ensure full compliance with all applicable documents.

3. GENERAL TERMS OF SERVICES

1. The Terms of Services set out the terms and conditions that apply to and govern the relationship between the Airport User and Oman Airports, as well as Airport User's use of the Airport facilities and services. A copy of these Terms of Services is provided to the Airport User and is made available on Oman Airports website.
2. By landing at, operating flights from, or otherwise using any facilities or services at the Airport, the Airport User (Airline, Aircraft Operator) is deemed to have read, understood, and agreed to these Terms of Services. No separate signature or written agreement is required for these terms to be enforceable, and they will be binding on the Airport User upon their use of the Airport facilities. The Airport User shall be deemed to have waived any and all rights to challenge the validity and enforceability of these Terms of Services on the basis that these terms have not been signed by the Airline.
3. No clause in these terms shall be taken to confer a right for the Airport User to use Airport Premises without Oman Airport's written permission.
4. No provision of these Terms of Services shall be interpreted or construed against any Party solely because such Party or its legal representative drafted such provision.
5. These Terms are not intended and shall not be interpreted to waive or limit any powers or authority conferred on Oman Airports including those governed by applicable laws of the CAA and other relevant government authorities.
6. The Airport User will only be permitted to use or continue to use any facilities at the Airport subject to and conditional upon the strict compliance at all times with the conditions stipulated in these Terms. Oman Airports reserves the right to modify these Terms in accordance with regulatory requirements if the Airport User breaches any of the conditions stipulated in these Terms.
7. These Terms of Services take effect from the 1st of December 2025 ("Effective Date") and replace all previously published editions, now referred to as the "Terms of Services."
8. All rights, responsibilities, and obligations established under any prior edition of these Terms of Services shall remain in effect. The previous edition of these Terms of Services will continue to apply solely to the extent necessary to address any unresolved matters or obligations that arose before the implementation of these new Terms of Services.

These Terms of Services do not apply to General Aviation operations, which are governed by separate terms of services for General Aviation issued by Oman Airports.

4. GENERAL COMPLIANCE

1. Airport Users must comply with instructions, orders or directions published from time to time by Oman Airports that may supplement, vary or discharge any of the provisions of Terms of Services set out herein.
2. Full compliance to directives and regulations issued from time to time or set by the CAA, specific requirements for services issued by the CAA, other Omani authorities and/or Oman Airports, including but not limited to the Airport HSE Laws and the Oman NCASP and their appendices as required.
3. Foreign Aircraft Operators shall submit to Oman Airports, and upon request to the CAA, a written Aircraft Operator Security Program appropriate to meet the NCASP requirements. Oman Airports in coordination with the local authorities has the right to inspect any aircraft or facilities at the Airport as per the Aircraft Operator Security Program to ensure compliance with the NCASP.
4. Aircraft Operators are responsible for ensuring that flight plans submitted by their office or agent comply with correct ICAO flight planning principles.
5. Aircraft Operators are responsible to ensure that Transit/Transfer Passengers are holding proper documents and connecting ticket to a final destination.
6. The Aircraft Operator is responsible that all shipments have the relevant CAA permits for any type of dangerous goods, especially for explosives, firearms and ammunitions (both cargo or carried by passengers) before the arrival at any airport in Oman. This shall include landing permits for their final destination. The Aircraft Operator should ensure with the ground handler that adequate storage facilities are available at the arrival Airport for the specified 'Hazard Material Class' as per CAA regulations/approvals. The Aircraft Operator will be held liable to repatriate or properly dispose at their own cost any shipments and substances found without necessary approvals or incorrect declaration within 30 days of arrival at any Airport in Oman and pay any fines levied by the governmental local authorities.
7. If any damage or leakage of hazardous materials is found caused by the aircraft, the airline operator shall afford the financial cost of the relevant authorities dealing with this event, and if the leakage is in the airport buildings, the party that possesses the materials or stored them before or after the leakage shall bear the cost.
8. The CAA in coordination with the local authorities has the right to inspect any aircraft at the Airport as per CAR139 to ensure compliance with the applicable laws, rules and regulations.
9. Allocation of resources (aircraft parking stands, passenger boarding gates, check-in counters, reclaim belts etc...) and access to facilities will be managed and regularly reviewed by Oman Airports, having regard to the resources availability, capacity constraints and the best use of available facilities.
10. The use of any facilities at the Airport by any Airport User constitutes acceptance of these Terms of Services. The Airport User further agrees that Oman Airports value and business goodwill will be damaged in the event of breach or threatened breach of these Terms. Oman



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Airports will have the right and remedy to have such covenants enforced, in addition to any other relief (including damages) available under the Law. Non-exercise or delay in exercising a right or remedy available under these Terms of Services or applicable Law shall not constitute a waiver of such right or remedy. A waiver granted by Oman Airports in respect of any breach by any Airport User shall not operate or be deemed to operate as a waiver of any subsequent breach.

11. It is obligatory on the Airport User to ensure all their personnel and representatives are well aware and fully understand the requirements stipulated in these Terms of Services and its supplementary documents.

5. Operational Data Requirements

1. The Aircraft User shall supply Oman Airports with necessary operational data and information in accordance to the Operational Data Specifications document and its specified conditions and requirements. Failure to comply with these conditions will lead to data requirements breach and consequently Oman Airports has the right to apply penalties as appropriate.
2. The Airport User shall comply with data specifications issued by Oman Airports for the purposes of invoicing, reconciliations and supporting the planning, operation and performance management of the Airport.
3. The Airport User shall comply with the data requirements outlined in these Terms of Services.
4. It should be noted that proven and voluntary non-compliance with the data requirements will impact the Airlines' operations.
5. Oman Airports shall be entitled to publish any such information for the purpose of comparing the Airport User's performance (e.g. On Time Performance) in a format that Oman Airports may deem appropriate at the necessary date intervals that Oman Airports determines.
6. All aircraft operators and their ground handlers shall comply with A-CDM data and information sharing requirements and operations.

6. Data Verification

1. Oman Airports may request, within 60 days of departure, copies of aircraft load sheets to enable verification of all details with respect to the passengers carried on any or all flights departing from the Airport during a specified period and extracts from aircraft flight manuals to enable verification of aircraft weight, noise characteristics and the engine NOx emissions level. The Airport User shall, following a request in writing made by Oman Airports supply it with the original copies of such documents.
2. Where the Airport User, or its handling agent, fails to provide the required information within the period stipulated herein, Oman Airports shall be entitled to assess the charges payable hereunder by the Airport User by reference to the maximum passenger capacity of the aircraft, the maximum take-off weight and the maximum NOx emissions level of the aircraft type.



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3. If the Airport User detect an error in that information provided to Oman Airports (or Ground Handler), then the Airport User must within 30 days provide to Oman Airports the correct information along with a change note. Oman Airports reserves the right not to correct changes received later than 30 days after the relevant operation.
4. Oman Airports will use the best endeavours to maintain the confidentiality of any information that the Airport User provides and classifies it as sensitive information. This paragraph shall not affect non-disclosure obligations pursuant to separate contracts entered into between Oman Airports and any Airport User.
5. The Airport User acknowledges that Oman Airports can verify (at any time) the information provided by the Airport User including counting passengers embarking or disembarking aircraft operated by the Airport User.

7. Airport User's Contact Details

The Airport User shall provide to Oman Airports the necessary contact details as per the requirements listed in Appendix 2 of these Terms of Services. It is the obligation of the Airport User to inform Oman Airports of any changes to the submitted contact details within 07 Working Days of such change.

8. Airport Operations Control Center (APOC)

The APOC serves as the central hub of Muscat and Salalah, coordinating the entirety of airport operations. It is responsible for managing passenger flow, optimizing operational efficiency, and facilitating communication among various stakeholders. Through centralized planning and monitoring, the APOC ensures effective coordination and execution of daily operations, from passenger check-in to aircraft turnaround.

As a pivotal information Center, the APOC oversees the collection, monitoring, and analysis of critical data, ranging from traffic movements to weather conditions, to support tactical and strategic decision-making. This Center integrates representatives from multiple operational sections, promoting a unified approach to managing the airport's complex infrastructure and high volume of daily activities.

The APOC operates 24/7 with a structured team that works in two 12-hour shifts, ensuring continuous oversight and response readiness throughout the week.

Email: aocc@omanairports.com or aocc_sl@omanairports.com



8.1 APOC Operating Model and Services

The APOC operates under a standards-driven model that adheres to established procedures and documentation to efficiently manage flights, passengers, and baggage.

8.2 Operational Data Management

The APOC provides standardized data specifications and guidelines accessible to all airlines, aircraft operators, and ground handlers. These specifications ensure compliance with flight data requirements and can be readily downloaded from the airport's website.

The APOC has established a data specification document to underscore the importance of accurate and timely data, which is critical for managing airport demand, capacity, and infrastructure allocation. This document outlines mandatory data requirements that all airlines operating at the airport must meet, guided by IATA standards such as SSIM, PSCRM, and AHM for Type B messages. The data collected is vital for conducting capacity studies, operational analyses, and accurately calculating airport charges.

As Muscat International Airport implements new operational models and projects like A-CDM, TAM, and AOP, the data specifications will be periodically updated. It is incumbent upon all airlines to stay informed of and adhere to these updates, which are announced and made available on the Oman Airports website.

Note: Failure to adhere to data specifications or to successfully supply essential data as required will lead to penalties. Refer to the Airport fine scheme.

8.3 Monitoring and Reporting Airport Performance

The APOC has implemented a performance monitoring and reporting framework to provide actionable insights into airline operations and support compliance with operational standards. This framework is designed to be flexible and adaptable, requiring periodic reviews and updates to remain effective. It focuses on continuous improvement of operational performance, helping to align airport capacity and demand with minimal deviations.

Integrated with a stakeholder engagement plan, this approach fosters a culture of continuous improvement and positive feedback. Performance monitoring guidelines and the engagement plan are available for download on the airport's website. The airport is committed to keeping these documents current, and it is essential for airlines, aircraft operators, and ground handlers to adhere to the latest versions as announced on the Oman Airports' website.

8.4 Communications and Coordination

The APOC acts as the central point of contact for airport stakeholders, managing communications efficiently to minimize distractions and enhance focus. To reduce the volume of inquiries via phone, the APOC has implemented technology solutions that provide all airport users with a system view of their allocated resources, such as stands, gates, check-in counters,



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and baggage belts. This system enables airlines, aircraft operators, ground handlers, and other users to independently verify their resource allocations.

For other operational matters and queries, the APOC remains accessible through centralized phone calls and emails, ensuring responsive and effective communication across the airport's operations.

9. Slot Coordination

Oman Airports appointed an independent Slot Coordinator as its slot coordinator for Muscat International, Salalah and Regional Airports.

Oman Airports in coordination with the slot coordinator have defined capacity parameters for the Airport resources which includes:

- Aircraft Stands
- Departure Gate
- Check-in Counters
- Terminal Capacity
- Runway Capacity

The Slot Coordinator is using the IATA and ACI (WASG) Worldwide Airport Slot Guidelines manual as a document for reference. Aircraft Operators who fail to file a slot to the slot coordinator according to the industry standards will not receive a slot confirmation and a landing permit

The flight approval processes differ according to the following categories:

1. Scheduled Airlines
2. General Aviation
3. Non-Scheduled Airlines, Cargo and Others
4. Military and Diplomatic Flights

9.1 Process for Categories 1,2,3

- Aircraft Operators to submit the slot request in the IATA SMA format. New and Slot amendments should be submitted via the Slot Coordinator Website or via e-mail to Oman@acl-international.com
- The Slot Coordinator will confirm the slot or make an offer depending on the available capacity.
- Aircraft Operators to submit the required documentation to the Air Transport Department of the CAA in order to obtain a landing approval.
- Aircraft Operators to coordinate directly with the ground handler for handling the flight.



9.2 Operating Off-Slot Hours

Aircraft Operator's performance is monitored according to the confirmed slot times. Failure to adhere to the approved schedule or repeatedly operating off-slot will be investigated and the necessary action will be taken in response to non-compliance.

9.3 Over Filing Process for Oman Airports (Current / Next Season)

- Oman Airports will send to the Slot Coordinator the list of flights which are unlikely to operate.
- The Slot Coordinator to communicate with the Airline for evidence of operation.
- The Airline will be given seven (7) days to respond.
- Airline must either confirm or decline the slot to the Slot Coordinator. Failure to response from the Airline will be treated as non-confirmation.
- If the Slot Coordinator receives proof of operation from the Airline, then slot will be maintained. If no proof is available then the slot will be cancelled.

9.4 Aircraft Operator Codes

All Airlines should use their own designated IATA and ICAO codes.

9.5 General Aviation

Jetex is the exclusive handler for General Aviation flights for Muscat and Salalah Airports. A request should be sent to Jetex, as they coordinate for slots, ground handling services and landing permits on behalf of the flight operator.

9.6 Non-scheduled Operators and Others

Charter, cargo, technical stops, ferry flights and bad weather diversions are handled by the one ground handling service provider: Transom Handling.

9.7 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 ("MFA") – Oman. The Aircraft Operator and handling agent cannot obtain slots directly from the Slot Coordinator or from Oman Airports. Military and diplomatic flights can be handled by any ground handler based on Aircraft Operator selection.



9.8 Non-working hours, weekends and public holidays

A flight request is to be filed to the Slot Coordinator 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 AOCC team for coordination purposes. The Aircraft Operator is responsible for arranging ground handling services from the respective handler and obtaining the landing permit from the CAA Air Transport Department. This is applicable for new slot requests and amendments to confirmed slots.

Urgent Flight requests which are operating seventy-two (72) hours from filing can deal directly with the AOCC to obtain a slot approval.

9.9 Contacts Details

Oman Airports	
Contacts during Working Hours	Contacts during Non-working Hours, Weekends and Public Holidays Contacts
Capacity Team E-mail: schedule@omanairports.com Tel.: +968 24352560 Available from Sunday – Thursday from 08:00-15:00 Local time.	MCT-AOCC: E-mail: aocc@omanairports.com Tel.: +968 2435222 Mob: +968 71518605 SLL – AOCC: E-mail: aocc_sll@omanairports.com Tel.: +968 23367888 Mob: +968 93272954 DQM – OPS: DQM OPS Team: dqmopsdg@omanairports.com E-mail: hilal.almegali@omanairports.com Tel.: +968 9926622 24 HRS DQM-OPS Tel.: +968 93944983 OHS – OPS: Sohar OPS Team shropsdg@omanairports.com E-mail: zاهر.amri@omanairports.com Tel.: +968 93232414 E-mail: mandhar.alshaqsi@omanairports.com Tel.: +968 97070001 MCT and SLL AOCCs are available 24/7. DQM and OHS OPS are available during daylight hours.
Airport Coordination Limited	



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Website www.online-coordination.com

E-mail: slots@acl-international.com

Working Hours: from Monday – Friday, 09:00-17:00 UTC (excluding UK Public Holidays)

Civil Aviation Authority

Air Transport Team

E-mail: permits@caa.gov.om

Tel: +968 24354028/065

Available daily from 07:00-21:00 Local time

TRANSOM HANDLING

E-mail: GOH@transom.om

Tel: +968 24356762

Tel: +968 24355222

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

10. Airports Operating Hours

Muscat and Salalah Airports operate 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. Sohar and Duqm Airports operate during daylight hours every day.

11. 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 Oman Airports to issue security passes. The required documents are:

11.1 Permanent pass (1 to 2 years):

- Request Letter from the Airline or GSA.
- Copy of passport and the residence card.
- 1 photo with a red background.
- Valid visa.



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11.2 Temporary pass (Maximum 3 days)

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

Please contact airlinerelations@omanairports.com for any questions related to the airport security procedures or passes. The information listed above is mandatory for all Airlines and Aircraft Operators. Failure to comply with security procedures will result in the denial of pass issuance.

All passes applications are submitted online through designated focal points. The security authorities reserve the right to refuse processing of applications after their assessments.

12. Security Compliance

Foreign Aircraft Operators are required to submit a written Supplementary Security Procedures ("SSP") in addition to the Security Program to Oman Airports Security and Facilitation Department, and upon request, to the Civil Aviation Authority. These programs shall be tailored to meet the requirements outlined in the National Civil Aviation Security Program. Oman Airports, in collaboration with local authorities, reserves the authority to conduct inspections of any aircraft or facilities within the Airports premises in accordance with the Aircraft Operator Security Program. This is to ensure adherence to the National Civil Aviation Security Program.

For any queries related to Airport Security and Facilitation Department, please email: MCTSecurityQCDG@omanairports.com

All security related matters shall be addressed officially to Oman Airports Security and Facilitation Department. The Security and Facilitation Department will then conduct security inspections to verify implemented measures. In addition, any request from the Airline headquarters for an assessment visit must be sent officially no later than a one-month prior the proposed assessment date.

13. Inadmissible Passenger

13.1 Procedures

- It is the responsibility of the Aircraft Operator to ensure that all passengers travelling to any Airport managed by Oman Airports have the proper required documentations. In the event that an Inadmissible Passenger arrives or transferred at any Airport operated by Oman Airports, it is the sole responsibility of the Aircraft Operator to arrange and cover the cost of a return ticket to the country of origin or any place where the passenger is admissible as per the applicable regulation.

- After receiving the Inadmissible Passenger form from the Immigration, the Aircraft Operator shall ensure the removal of the passenger from the country on the first available flight to the airport of origin or to any place where the passenger is admissible 'within 24 hours. During the waiting time at the Airport, the Aircraft Operator shall take full responsibility to provide welfare and all necessary amenities. If the period of passenger awaiting is beyond 6 hours or necessitating an overnight stay, the Aircraft Operator shall provide hotel accommodation to passengers within the Airport airside facilities.
- The Aircraft Operator shall provide the final date of departure of the Inadmissible Passenger(s) to Oman Airports.

13.2 Fines

- Oman Airports has the right to impose a fine of OMR 500 per Inadmissible Passenger regardless of age or gender to the Aircraft Operator in question.
- Oman Airports shall also impose an additional fine of OMR 100 per passenger for every 24 hours calculated from actual time of arrival (ATA) (From the time the Inadmissible Passenger form is issued).
- No fine cost recovery by the Aircraft Operators shall take place on the premise of Oman Airports.

14. Emergency Planning and Response

1. To ensure an effective emergency response and management at any airport managed by Oman Airports, the Airport Users are required to coordinate with the Oman Airports Emergency Planning Lead. This includes, but is not limited to:
 - Nomination of representative(s) Airport User with the responsibility and authority for emergency planning and response to the Oman Airports Emergency Planning Lead.
 - Nomination of a responsible person (Senior level) to represent the Airport User in the Emergency Operations Centre (EOC) in the event of an emergency involving the Airport User. If the Airport User is unable to provide a representative, this responsibility must be contracted through a handling agent, and Oman Airports should be notified of this arrangement. Any changes to this arrangement should be communicated to Oman Airports immediately.
 - Airport users must implement the roles and responsibilities specified in the airport emergency plan (AEP) as required, and respond to any dynamic changes in emergency situations that Oman Airports requests from airport users.
2. Passengers Reception Centre (PRC) and Friend and Relative Reception Center (FRRC):
As per the requirements outlined in the Airport Emergency Plan (AEP), the Airport User must establish (PRC and FRRC) in alignment with the AEP. In the event of non-compliance or inadequate coordination that does not meet Oman Airports' standards, Oman Airports will procure the necessary emergency response services.

3. Airport users must implement the roles and responsibilities specified in the airport emergency plan (AEP) as required for PRC and FRRC, and respond to any dynamic changes in emergency situations that Oman Airports requests from airport users.
4. Further details regarding emergency response procedures are outlined in the AEP.

15. Rescue and Fire Fighting Services (RFFS)

1. Airport Users must follow any fire safety requirements issued by Oman Airports.
2. All firefighting equipment, such as extinguishers and hose reel must be accessible, inspected regularly, and maintained according to regulations.
3. Airport Users must implement and adhere to emergency evacuation procedures and ensure that all personnel are trained in these procedures.
4. Airport Users must ensure that most staff members occupying airport buildings complete the Fire Warden course provided by Oman Airports to prepare for emergencies.
5. All fire-related incidents must be reported immediately to Oman Airports Incident controller. Airport Users must maintain a liaison with the RFFS team for effective coordination in emergencies.
6. Costs associated with fire-related incidents resulting from non-compliance will be the responsibility of the Airport Users, as determined by Oman Airports.
7. Airport Users must participate in evacuation exercises organized by Oman Airports, which may include simulated emergency response drills.
8. Hazardous and flammable materials must be handled, stored, and labelled in accordance with airport regulations to prevent accidental ignition.
9. Airport users are responsible for the costs of fire service coverage during aircraft refuelling procedures.

16. The following table outlines the applicable charges for services and resources provided by the RFFS under various operational scenarios:

Type	Rate	Details	Amount	
			OMR	Baisa
Fire Fighter up to leading Fire Fighter Power (Per Minute)	0.250 Baisa	-	00	000
Sub Officer and fire Officer Man Power (Per Minute)	0.350 Baisa	-	00	000
RFFS Lead and Manager Man Power (Per Minute)	0.600 Baisa	-	00	000
Detergent Soap (Per Bottle)	5.000 OMR	-	00	000

Absorb Sand (per Bag)	25.000 OMR	-	00	000
Fire Vehicles Charge (P/M)	1.000 OMR	-	00	000
Sweeper	50.OMR/ hour	-	00	000
Refueling/Defueling Standby (One MFT with Crew)	75 OMR/30Mints	-		
Engine Run Standby (One MFT with Crew)	75 OMR/30Mints	-		
Hazmat responder (One Domestic Vehicle with Crew)	75 OMR/30Mints	-		
Total Amount			00	000

17. Fire Prevention

1. Airport Users must comply with all relevant fire codes and standards to minimize fire hazards in their areas of operation.
2. Airport Users must comply with Civil Defence Authority and Ambulance (CDAA) regular inspections and ensure the certification of their buildings, as well as maintain their property and facilities in safe working order.
3. Any structural changes or modifications to buildings, along with updates to fire prevention systems, must be communicated to Oman Airports in advance.

18. Disabled and Abandoned Aircraft

1. The Airport Users acknowledges, agrees and undertakes to ensure that any owner, lessee, Aircraft Operator or other person having the control, or the right of control of any disabled or abandoned aircraft at the Airport shall be jointly and severally responsible for the prompt removal and disposal thereof, and any and all parts thereof, subject, however, to any requirements or direction by the CAA that such removal or disposal be delayed pending an investigation of an accident.
2. The Airline shall further ensure that any owner, lessee, operator or any other legal person having control, or the right of control, of any aircraft does, agree and consent, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the Chief Executive Officer of Oman Airports (CEO) or his designee may take any and all necessary action to effect the prompt removal or disposal of disabled or abandoned aircraft that obstructs any part of the Airport. The costs incurred by or on behalf of the Airport for any such removal or disposal of any aircraft shall be paid to Oman

Airports. Furthermore, any claim for compensation against Oman Airports and any of their officers, agents or employees, for any and all loss or damage sustained to any such disabled or abandoned aircraft, or any part thereof, by reason of any such removal or disposal is expressly waived.

3. The owner, lessee, Aircraft Operator or other person having control, or the right of control, of the said aircraft shall indemnify, hold harmless and defend Oman Airports and all their employees and agents, against any and all liability for injury to or the death of any person or for any damage to any property arising out of such removal or disposal of said aircraft.
4. Airline further acknowledges, agrees, and undertakes to cause any owner, lessor, or any other party having an interest in the aircraft it operates, to agree to be bound by, and be jointly and severally liable for the obligations under this Clause.

19. DAR Terms and Conditions

1. 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."*
2. At any Airport operated by Oman Airports, it is mandatory for all Airlines to have a Disable Aircraft Recovery plan in place and to activate their recovery plan, whenever required, within 12 hours from the time where the incident/accident occurs and Airline representative to confirm their ability to respond within 1 hour. In case that the Airlines are not able to activate their recovery plan within the given time, Oman Airports will then take responsibility for deploying their Disable Aircraft Recovery Kit to recover the disabled aircraft. Consequently, Airlines will be subject to charges based on the disable aircraft recovery charging list outlined in Appendix 4, point f.
3. All Airlines operated at Oman Airports shall submit their Disabled Aircraft Recovery Plan prior operating the flight to the Oman Airports operation department.

20. Airlines licenses and Insurance Requirements

Airlines operating services to 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 Five Hundred Million United State Dollars (USD 500) 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 Hilal.alhatmi@caa.gov.om / Phone number (+968) 24354011

21. Environment

21.1 Permitted Aircraft Noise Emissions

Aircrafts entering any of the Airports in 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 Organization Manual (ICAO), Annex 16, Volume 1, chapter 3.

21.2 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.

21.3 Reporting and Cleaning of Spillage at Airport

Airlines should implement sufficient measures to minimize the risk of spillages during refuelling, maintenance and other ground operations. Airlines and other operators of private aircraft shall inform Oman Airports Operation of any spillages or contaminants caused by their aircraft on apron and manoeuvring areas within the Airports. Additionally, they are accountable for either handling the clean-up themselves or covering the costs of the removal of such spillages. Refer to section (4.10) Apron Safety Management in Aerodrome Manual for more details.

21.4 Reporting of Accidents, Incidents and hazards

Airlines are responsible for reporting any accidents, incidents, and hazards that occur within the Airports premises. This includes incidents involving their aircraft, ground operations, or any other activities that could potentially impact aviation safety.

21.5 Fuel, Hydraulic and Dangerous Goods Spillage

Any Airport User, irrevocably agrees and consents, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that Oman Airports may take any necessary action(s) to affect the prompt clean-up of an aircraft, and/or vehicle, and/or other equipment or infrastructure, fuel and hydraulic/dangerous goods spillage and the disposal of contaminated materials required for the clean-up. Airport User further irrevocably agrees, consents and undertakes to pay to Oman Airports, any costs incurred by or on behalf of the Airport for any such cleaning and disposal of contaminants.

22. Airport Usage Charges

22.1 Airport Services and Charges

The fees for Airport Services provided by Oman Airports to the Airport User, based on the legal relationship between them shall be paid by the Airport User to Oman Airports in accordance with the invoicing and payment conditions outlined in Section 23 of this document. These fees are defined in the applicable Aeronautical Information Publication (AIP) at the time of service. The Airport User Charges are established and maintained in compliance with the laws of Oman 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



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22.2 Other Charges

Ramp Services, Flight Operations Services, Baggage Load Control, Flight Operation Services, and Baggage Reconciliation System (BRS) are provided by the ground handling company not by Oman Airports. Currently there is one ground Handling company offers services at all Airports: TRANSOM Handling. For further information regarding contact details for ground handling services please refer to 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.

23. Payment of Charges

23.1 General Payment Obligations

- The Airport User shall pay all charges, fees, and dues (“Charges”) for the use of Oman Airports’ facilities and services, in Rials Omani, using the payment method and timelines set out in these Terms of Service. Payment shall be made either on invoice or by advance payment, as specified in sections 23.2 and 23.3, according to the category of Airport User or as otherwise determined by Oman Airports at its sole discretion.
- All payments must be made without any deduction, withholding, or set-off, and all costs arising from bank transfers, currency exchanges, or related charges shall be borne solely by the Airport User.
- The Airport User must provide complete remittance details and payment allocations to Oman Airports at finance.oamc@omanairports.com If no allocation instructions are provided within thirty (30) calendar days of payment, Oman Airports shall allocate payments in accordance with section 23.7.
- Oman Airports reserves the right to suspend, restrict, or prevent the operation of any aircraft by the Airport User at any of the Airports for non-payment or late payment of Charges, as further detailed in section 23.5.
- For more information regarding payments, please contact the Finance Department at finance.oamc@omanairports.com or the Route Development Department at airlinerelations@omanairports.com

23.2 Payment on Invoice

- Payment on invoice shall be the default method for Scheduled Flights, unless Oman Airports decides otherwise at its sole and absolute discretion. Eligibility for payment on invoice is conditional upon prior written approval by Oman Airports and the Airport User providing a valid bank guarantee or security deposit for an amount specified by Oman Airports. The guarantee or deposit must be auto-renewed annually or issued on an open-ended basis, and may be drawn upon in the event of payment default.
- All Charges under invoice terms shall be payable in full within thirty (30) calendar days of the invoice date, to the below bank account details. Any payment not received by the due date shall accrue interest pursuant to section 23.4.

Name of Bank	Name of Branch	Address	Swift Code	Account Number
Bank Muscat	Ruwi Main	P O Box 134, PC 112, Ruwi, Sultanat e of Oman	BMUSOMR X	0423010849180012 IBAN: OM320270423010849180012

- Oman Airports may, at its sole discretion and upon written notice, revoke payment on invoice terms and require advance payment in accordance with section 23.3, in the event of repeated late payments, non-compliance, or other reasonable grounds. A minimum cure period of fourteen (14) calendar days shall be provided to remedy any default before enforcement.
- All payments must be referenced to the relevant invoice number and must be accompanied by remittance advice sent to finance.oamc@omanairports.com.
- The Airport User shall promptly notify Oman Airports Finance Department of any changes in the authorized email addresses for receipt of invoices. Oman Airports' invoices shall be deemed received when sent to the last notified email address.
- Any discrepancy in an invoice must be notified by the Airport User in writing within thirty (30) calendar days of receipt. Oman Airports shall, if applicable, issue a debit or credit note for the agreed adjustment, to be reflected in the subsequent invoice cycle.

23.3 Advance Payment

- All Ad Hoc Flights, New Airport Users, and any Airport User who does not have an approved credit facility with Oman Airports shall be required to make an advance payment of at least three (3) months' estimated Charges, based on scheduled operations and subject to adjustment for increases in frequency.
- Such users must also provide a bank guarantee or security deposit equivalent to three (3) months' estimated Charges, to be auto-renewed annually or issued on an open-ended basis, as security for payment obligations. Oman Airports may draw upon the guarantee or deposit in case of payment default.
- Evidence of advance payment and the bank guarantee or security deposit must be submitted at least seven (7) days prior to commencement of operations or the first flight in any series. Bank transfers must originate from a bank authorized in the Sultanate of Oman or a reputable international bank.
- For ad-hoc flights, Oman Airports may issue an estimated advance invoice, which must be settled before any facilities or services are used. Payment by cash on landing may also be accepted. After services are rendered, Oman Airports shall issue a balancing invoice for any additional Charges, or, if the advance exceeds the actual Charges, a credit note or refund may be issued.
- Failure to submit the required advance payment or provide adequate evidence thereof shall entitle Oman Airports, at its sole discretion, to suspend or refuse provision of services, including but not limited to the suspension of flights or use of Airport facilities, until full payment is received.
- Oman Airports may, at its discretion, extend credit terms to Airport Users who have demonstrated timely payment of all Charges for at least the preceding twelve (12) months,



subject to submission of a valid and enforceable bank guarantee or security deposit as outlined above. Oman Airports reserves the right to modify, suspend, or revoke such credit terms in accordance with section 23.5.

23.4 Interest on Late Payment

- 23.4.1 Without prejudice to any other rights or remedies available to Oman Airports, interest shall accrue on any overdue amount at a rate of ten percent (10%) per annum, calculated daily from the due date until payment is made in full. Oman Airports may, in its sole discretion, waive the imposition of interest in exceptional circumstances only.

23.5 Consequences of Payment Default

- 23.5.1 Should the Airport User fail to make payment of any Charges, Oman Airports reserves the right, upon written notice, to suspend or cease the provision of services, detain aircraft, and/or require payment in advance for future services. Such suspension or cessation shall not release the Airport User from its payment obligations.
- 23.5.2 Oman Airports may, at its sole discretion, convert the Airport User's payment terms from invoice to advance payment upon repeated default, with a minimum fourteen (14) calendar day written notice allowing the Airport User to cure such default.
- 23.5.3 Any and all costs incurred by Oman Airports as a result of the Airport User's failure to comply with operational or emergency procedures shall be immediately due and payable upon demand.

23.6 Dispute Resolution for Charges

- In the event of a dispute regarding any Charges, the Airport User shall submit a written dispute claim, together with all relevant supporting documentation, to finance.oamc@omanairports.com within thirty (30) calendar days of receipt of the disputed invoice.
- During the resolution of any dispute, the Airport User shall pay the undisputed portion of the invoice by the original due date. Any resolved adjustments shall be affected by Oman Airports through credit or debit notes.

23.7 Penalties collection

- Unless otherwise directed by the Airport User in writing within thirty (30) calendar days of payment, any and all funds received by Oman Airports shall be allocated firstly to outstanding penalties, fines, and interest on unpaid invoices, and thereafter to the oldest open invoice(s) in the Airport User's account.

24. Billing Information and Data to be provided to Oman Airports

24.1 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 the provided information is not correct, Oman Airports will stop the process until all required information are received from the Airport User. The Airport User shall submit all the required information listed in Appendix 2 to airlinerelations@omanairports.com.

24.2 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 24.1 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 23.2.5.

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

24.3 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. 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 designated addresses is on Airport User's responsibility. 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

25. Insurance

The Airport Users shall procure and maintain at all times when using the Airport Premises, insurance covering any liabilities excluded or limited under these Terms of Services. This insurance must include coverage for passenger, baggage, cargo, property, employee and third party liability as well as their sub-contractors in respect of any aircraft used or operated at the Airport. The Airport User shall provide proof of insurance upon request by Oman Airports to airlinerelations@omanairports.com, prior to commencing any works at any Airport managed by Oman Airports. Oman Airports reserves the right to verify compliance with insurance requirements at any time.

26. Oman Airports Liability

Oman Airports and its respective employees, officers, agents, or contractors shall not be liable for any direct or indirect loss, consequential loss, loss of profit, revenue, goodwill, opportunity, or any damage to the aircraft, its parts, accessories, or any property contained within the aircraft, occurring while the aircraft is at the Airport or during landing or take-off, arising from any act, omission, neglect, or default on the part of Oman Airports or its representatives. This limitation shall apply unless such loss or damage is caused by willful misconduct, gross negligence, or reckless actions where the likelihood of damage was known.

In cases where an Airport User seeks to claim damages caused by Oman Airports, the burden of proof lies with the claimant. The Airport User must provide evidence that the damage resulted from intentional misconduct, gross negligence, or reckless disregard for foreseeable harm by Oman Airports or its representatives.

27. Force Majeure

Force Majeure refers to any exceptional event or circumstance that:

- is beyond a Party's reasonable control,
- could not have been reasonably anticipated or provided against before entering into these Terms of Services,
- could not having arisen, reasonably be avoided or overcome, and
- Is not substantially attributable to the other Party.

Force majeure may include, but are not limited to, the following provided they meet the criteria (a) to (d) above:

- War hostilities (whether declared or not) invasion, act of foreign enemies;
- Rebellion, terrorism, revolution, insurrection, military or usurped power, or civil war;
- Riot, commotion disorder, strike, or lockout not caused by the Airport User's Personnel and other employees;
- Munitions of war, explosives materials, ionising radiation or contamination by radio-activity, and
- Natural catastrophes such as earthquake, tsunami, cyclone, sandstorms or extreme weather conditions, or pandemic;
- Government actions, restrictions, regulations, or orders that prevent or restrict Airport operations;



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- g. Airport closures ordered by authorities or resulting from emergency situations.
- h. Pandemics or outbreak of disease that prevent or restrict Airport operations.
- i. Disruption in power supplies.

In the event that Oman Airports' obligations are delayed to a Force Majeure event, the time for fulfilling such obligations shall be extended as reasonably necessary, taking into account all relevant circumstances affecting the case.

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

28. Governing Law and Settlement of Disputes

These Terms of Services, along with any disputes or claims arising out of or in connection with them or their subject matter, shall be governed by and interpreted in accordance with the laws of the Sultanate of Oman.

If a dispute arises between the Parties regarding compliance with any obligation or right under these terms, both Parties shall meet in good faith within 14 days of the dispute notice arising to attempt to resolve the issue through negotiation.

In the event that amicable negotiations fail to resolve the dispute within a reasonable period, both Parties agree to submit to the exclusive jurisdiction of the competent courts of Oman to resolve any dispute or claim arising out of or in connection with these terms, including non-contractual disputes or claims.

Airport User acknowledges that Oman Airports reserves the right as well to file legal actions or claims in jurisdictions outside Oman, including the jurisdiction of the Airport User's country of origin, if deemed necessary for enforcing these Terms of Services or resolving disputes.

29. Contact details of Commercial Department

For more details on this document, please contact airlinerelations@omanairports.com

30. Waivers

Any waiver by any Party of any right under these Terms of Services or of any breach by other 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.



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31. Severability

If any of the provisions of these Terms of Services 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 these provision in any other jurisdiction. In that event, the Parties agree that the provisions of these Terms of Services shall be modified and reformed so as to affect the original intent of the Parties as closely as possible with respect to those provisions that were held to be invalid or unenforceable.

32. Partnership

Nothing in these Terms of Services 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).

33. Rights Cumulative

The rights and remedies under these Terms of Services 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

34. Customer Experience

When it comes to customer experience, Airlines operating in the Airports should prioritize several key obligations to ensure a pleasant and satisfactory journey for passengers.

1. At Oman Airports, customer experience is a priority and Oman Airports work on a prospective vision of customers' profile, preferences and journeys.
2. Oman Airports assigned a cross functional committee that enables internal capabilities to deliver the best customer experience embedded with Omani culture and improve service standards in process and behaviour by following international best practices and guidelines.
3. Oman Airports' customers are identified as passengers, airport visitors and stakeholders. Oman Airports continuously improve its feedback mechanism to understand its customers' expectations and deliver the very best experience.



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4. **Timely and Accurate Flight Information:** Airlines are responsible for providing accurate and up-to-date flight information to passengers. This includes timely notifications of any changes to flight schedules, delays, cancellations, or gate reassignments.
5. **Check-In Facilities:** Airlines must provide suitable check-in facilities for passengers, which may include staffed counters, self-service kiosks, or online check-in options. Adequate staffing should be ensured to handle passenger check-in efficiently.
6. **Baggage Handling:** Airlines are responsible for the proper handling of passenger's checked-in baggage. This includes ensuring that baggage is transported securely, minimizing mishandling, and promptly addressing any issues such as lost or damaged baggage.
7. **Boarding Process:** Airlines should establish an organized and efficient boarding process. Clear boarding announcements, designated boarding zones, and appropriate queuing systems contribute to a smooth and stress-free boarding experience.
8. **Passenger Assistance:** Airlines are expected to provide assistance to passengers as needed. This includes helping passengers with special needs, such as those with disabilities or reduced mobility, and providing appropriate services or accommodations to ensure their comfort and convenience.
9. **Customer Service:** Airlines should have trained staff available to address passenger inquiries, complaints, and requests at the Airport. This includes providing prompt and courteous customer service to handle issues such as rebooking, flight changes, or general information.
10. **Check-In Counter Transaction Times:**
Airlines operating at Muscat International Airport shall ensure that:
 - a. 90% of passengers complete the check-in transaction within three (3) minutes.
 - b. 99% of passengers complete the check-in transaction within five (5) minutes.
11. **Check-In Queue Waiting Times:**
Airlines shall comply with the following queue waiting time Key Performance Indicators (KPIs):
 - a. For Business Class passengers, 95% shall wait less than five (5) minutes in the queue.
 - b. For Economy Class passengers, 95% shall wait less than twenty (20) minutes in the queue.

12. KPIs for baggage operations at MCT Airport:

	KPI	Measure
1	Priority to deliver Premium Class bag	95%
2	Baggage delivery time on Arrival First Bag – 15 min after on-block *2 min for chocks on buffer until automated	95%
3	Baggage delivery time on Arrival Last Bag – 25 min (for 100 or less bags) after on-block Additional 5 min for every 50 bags *2 min for chocks on buffer until automated	95%
4	All departing baggage (short shipped) shall be delivered to its respective flight on time and no mishandling occur. (Number of missing bags per 1000 bags)	1

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.
- Aerobridge 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:
 +968 24356709
Commercial@transom.om

b. Cargo Handling:

Oman SATS Cargo:
 Jumana AlHasni
Jumana.AlHasni@omansats.om
 (+968) 7154 3038



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c. In-Flight Catering Service:

Oman Air Catering:

Catering.operations@omanair.com

+968-24355316 / + 968 24355317

For more details, please contact Route Development Team at Oman Airports;

airlinerelations@omanairports.com

APPENDIX 2- Operators Contact Details

1. Company information:

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

2. Aircraft (Fleet) Information:

- Aircraft Type (IATA and ICAO)
- List of Aircraft Registrations with MTOW (Manufacturer Value)
- Seat Configuration for each aircraft (to be updated if changed)

3. Airline System Messaging Addresses (including Type B Messages)

- SITA Messaging Address
- Email Messaging Address
- Any other System Messaging Addresses

4. Contact of Head Office Airport Operations centre or IOCC:

- Location
- Postal Address
- Telephone Number
- Mobile Number
- Email Address

5. Contact Person in Head Office responsible for Airport Operations (to be updated if changed):

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



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- Email Address
6. Local Contact in Oman or Agent (to be updated if changed):
 - Agent Name
 - Contact Person
 - Designation
 - Postal Address
 - Location Address
 - Telephone Number
 - Mobile Number
 - Fax Number
 - Email Address
 7. Airport Operation Contact or Airline Operations Contact
 - Name of the Airport (Muscat, Salalah, Duqm, Sohar)
 - Contact Person
 - Designation
 - Telephone Number
 - Mobile Number
 - Fax Number
 - Email Address
 8. Billing Contact:
 - Contact Name
 - Designation
 - Postal Address
 - Telephone Number
 - Mobile Number
 - Fax Number
 - Email Address
 9. 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 and Contact details (Billing Address and Email) for Settling Air Navigation, Ground Handling, Passenger Tax, Landing and Parking Charges and Other Charges.
 - Details and Number of Crew and Passengers.
 - For Charter and Cargo Flights, Consignor/consignee and Nature of Cargo

APPENDIX 3 – Messages for Billing purposes

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



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APPENDIX 4 – Conditions of Use for DAR Services

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 manoeuvring 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 wilful 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 manoeuvring 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
Debogging 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 and 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				

DAR Coordinator: Ahmed Al Ghazi
 Phone Number: 0096896107766
 Email: ahmed.alghazi@omanairports.com