

This guidance applies if you are about to buy your Oman Air ticket, or if you have already purchased your flight and need to apply the code retrospectively.

You haven't bought your ticket yet

If you have yet to purchase your flight with Oman Air, please follow the steps below:

1. Click on the following link to take you to the flight booking page:
www.omanair.com/en/plan-book
2. On this page you will see a box termed *Promotion code*. In this, please insert the following code: HROS2019
3. Fill in all other fields of information and follow the booking process.
4. At the end of the booking process, you should also request an *eTicket receipt* and will also receive a flight confirmation email.
5. On the e-ticket receipt, there is a *Payment / Fare Details* section and within this is a line of data titled *Endorsement / Restrictions*. Appearing in the information field next to this should be the following: 3PC TTL 30KG PLUS 1 BIKE/FREE
6. If your receipt **does not** feature this, then please action the following:

You have already purchased your flight ticket

If you have already purchased your ticket with Oman Air, please follow the next set of step-by-step instructions to redeem your free bike box carriage promotion code:

1. Check your ticket to ensure the code definitely hasn't been applied - please review the e-Ticket receipt and look at the *Payment / Fare Details* section and within, this is the line of data titled *Endorsement / Restrictions*. Appearing in the information field next to this should be the following: 3PC

TTL 30KG PLUS 1 BIKE/FREE

2. If it is clear that the promotion code has not been redeemed, please email tawfeeq.alLawati@omanair.com with your e-ticket receipt and use the following text in the Subject field of your email: **APPLY HROS2019 TO THIS TICKET**

3. You should receive an email confirmation back from tawfeeq.alLawati@omanair.com within 3 working days, with a new e-ticket receipt featuring 3PC TTL 30KG PLUS 1 BIKE/FREE, which shows that the promotion code has been successfully applied to your ticket.

4. If you do not receive an email confirmation within 3 working days, please email james@omansail.com who will personally follow up on this on your behalf.