



مطارات عُمان
Oman Airports



Airport Start-up Plan **Journey Mapping Guidelines**

Your Health is Our Priority

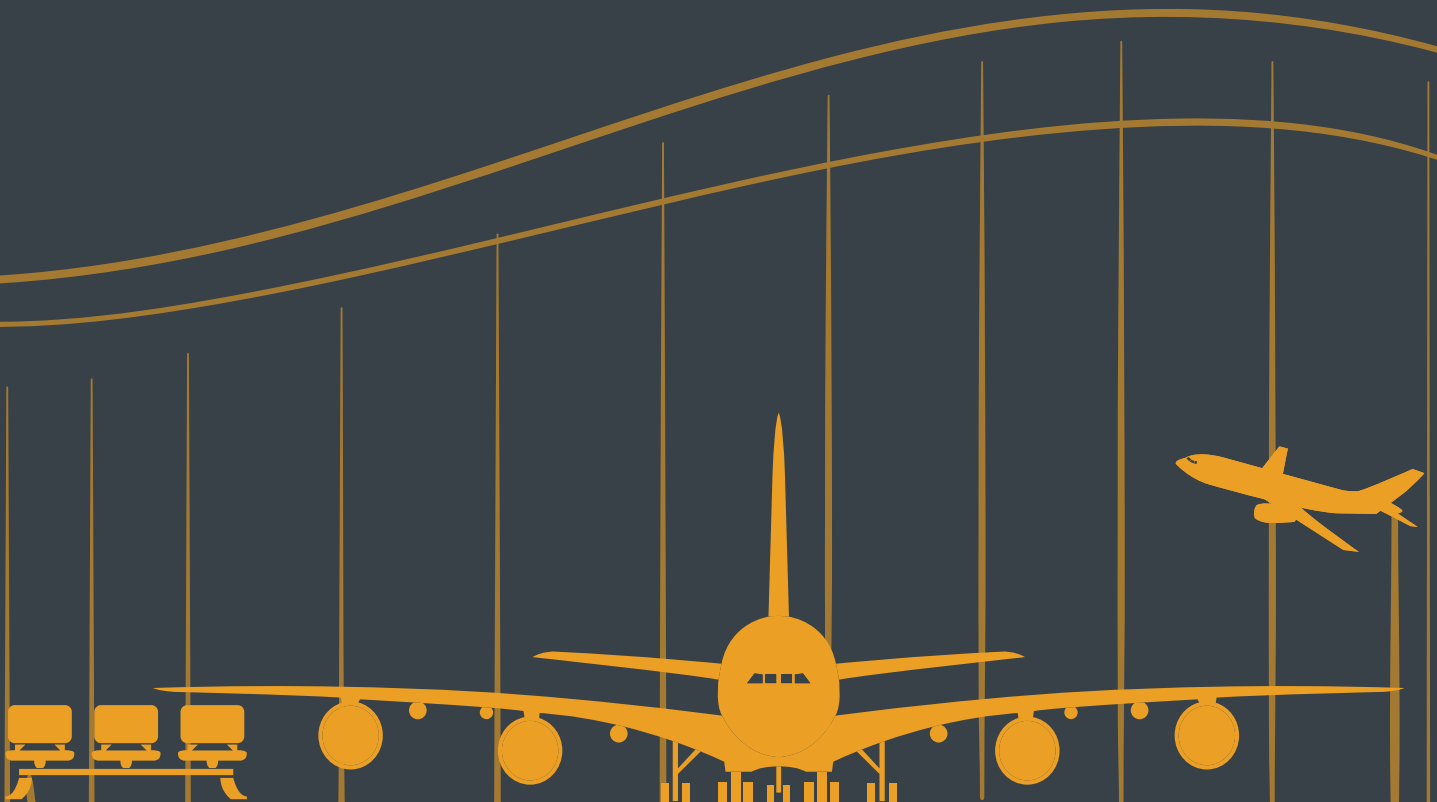
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while at the Airport

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Before Travelling



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1



Check-in Online and
Use E-Tickets

2



One Piece of Hand
Luggage is Allowed
On-Board

3



Arrive 3-4 Hours
Before Take-Off

4



Don't travel if showing
symptoms of Covid-19

5



Mask is a **MUST** for the
entire time at the
airport

6



Only passengers are
allowed inside the
terminal

7



check with airline for
required documents



General Guidelines for Passengers while at the Airport



Sanitisation & Hygiene:

- ▶ Airport facilities and surfaces are frequently cleaned and sanitized
- ▶ Refrain from entering any areas that are undergoing sanitization
- ▶ Wash your hand for 20-seconds
- ▶ Hand sanitisers are provided across the terminal facilities.
- ▶ Minimize touching surfaces in the airport
- ▶ All trolleys, trays and other equipment are disinfected
- ▶ Dispose face masks and gloves in dedicated trash cans
- ▶ Some facilities are closed at the airport



Contactless Services:

- ▶ Online check-in
- ▶ Self service kiosk
- ▶ baggage drop
- ▶ Passenger boarding system
- ▶ Contactless payment





Car Park & Forecourt Access:

- ▶ Use short term parking for a quick access
- ▶ Body temperature of 38°C or higher to be directed to the medical facility
- ▶ If Covid-19 symptoms are shown, then would not permitted to continue their journey
- ▶ PPE is available for purchase at the airport



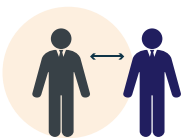
Security and Emigration:

- ▶ Sanitise your hands after any documents exchanged
- ▶ E-gates will not be operational at this time
- ▶ Placed all items in the trays to avoid manual security search
- ▶ Avoid to carry any prohibited items to avoid manual search



Restaurants, cafes and shopping areas:

- ▶ No-return policy is implemented
- ▶ Some retail areas are closed until further notice
- ▶ Seating is reduced in restaurants
- ▶ Special measures are implemented across the food and beverage outlets



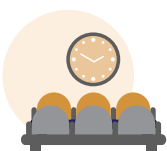
Physical Distancing:

- ▶ Maintain a social distance of 2 meters at all times
- ▶ Protective screens are installed throughout the airport



Boarding & De-boarding:

- ▶ Row boarding and disembarkation are implemented
- ▶ Follow the instructions of ground staff and crew at all times



Seating & Waiting areas:

- ▶ Maintain distancing while seating



Arrival Guidelines for Passengers.



Obtain e-visa before travelling to Oman



Comply with any requirements from the Ministry of Health, such as provision of declaration forms, health checks etc.



Covid-19 Temperature Screening Process

- ▶ If COVID-19 symptoms are shown, Passenger will be guided to the airport's clinic for further testing and for other necessary actions.



Immigration

- ▶ Sanitise your hands if documents are exchanged.
- ▶ E-gates will not be operational at this time.



Baggage Reclaim

- ▶ Maintain social distance while collecting your bag



Customs

- ▶ Avoid carrying any customs-prohibited items



Exit & Transportation

- ▶ No meters & greeters are allowed at the airport.
- ▶ Rental cars are sanitized before each rental.
- ▶ Airport taxis are not operational at this time



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