



Home > frequent-flyers > faqs

## FAQs

- Sindbad Membership
- Sindbad Benefits
- Family account
- Earning Sindbad miles
- Sindbad miles and Tier miles
- Spending my Sindbad miles
- Using my Sindbad Vouchers
- Junior Sindbad Flyer
- Sindbad Digital Membership card

## Frequently asked questions

Have a query, need clarification? We suggest you check out our FAQ's section and see if we have answered your question.

### Sindbad Membership

How can I become a member of Sindbad?

Visit [Sindbad.omanair.com](http://Sindbad.omanair.com) and use the Join Sindbadoption or download the Omanair app from the Google play store or Apple store and use the join Sindbad option. Enrolment in Sindbad is absolutely free!

Who can join Sindbad?

Any person above the age of 2 years can join Sindbad. Children between the age of 2 and 18 years of age must be enrolled by their parent or a legal guardian (subject to local laws and regulations).

I have just enrolled in Sindbad. When will I get my Sindbad card?

You may download your digital Sindbad card from the Oman Air app as soon as you enroll. Sindbad Gold and Silver will receive their physical Sindbad card in 2-3 weeks' time after the Tier upgrade. Please make sure that you have updated your correct postal address in your Sindbad account.

I have just moved up the tier (from Blue to Silver OR Silver to Gold tier). When will I get my new Sindbad card?

If you have just moved up to Sindbad Silver or Gold tier, please log in to your account on the

Oman Air mobile app and refresh your digital Sindbad card. Silver and Gold members may use the digital Sindbad card to avail of lounge access, extra baggage allowance, earn miles at partner establishments and more. Your physical Sindbad card will reach you in 2-3 weeks provided you have updated the correct postal address in your Sindbad account.

My Sindbad card is lost. How can I get a new card?

If you have lost your Sindbad card, please inform the Sindbad Service Centre in Oman at the earliest. The Sindbad Service Centre will request a new card for you and it will be sent to your mailing address. Sindbad Blue and Silver members will be charged 300 miles for every replacement card. Sindbad Gold members will be mailed replacement cards free of charge. You may use your digital Sindbad card for privileges at the airport or at partners. Simply download it from the Oman Air mobile app.

## **Sindbad Benefits**

What are the benefits of being a Sindbad member?

Sindbad members earn miles that can be spent for free flights, flight upgrades, online shopping for a variety of Muscat Duty Free products, exciting raffles, promotions and more. Sindbad has 3 membership tiers. You start as a Sindbad Blue member. The more you fly with Oman Air, the higher your membership tier. Each membership tier is packed with benefits and privileges. Silver and Gold tiers brings exclusive benefits like complimentary upgrade vouchers, lounge access, excess baggage allowance, priority check-in and more.

Are Sindbad benefits also applicable on code share and partner airline flights?

Airport benefits for Sindbad members are applicable only when travelling on Oman Air operated flights. Airport privileges are not applicable when flying on partner airline or code-share flights that are not operated by Oman Air.

## **Family account**

What are the advantages of setting up a Family account?

By setting up a Family account, you can earn miles faster by pooling all the miles earned by your immediate family members in to one account. Whenever a family account member travels, 100% of the miles earned by them will be transferred to the Family head's account. You may enroll up to eight immediate family members (Father, Mother, Spouse and Children) in your Family account. Whenever they travel, 100% of the Sindbad miles earned by them will get credited directly to the Family Head's account. Set up a Family account.

How do I set up a Family account?

You can set up a Family account after logging into your Sindbad account online. You will be designated as a 'Family head' of your nominated 'Family members'. As a first step you will have to select the 'Family Account' link. Then on the 'Family Account' page click on the 'Invite family members' link and enter the Sindbad numbers and select relationship and send invitation. Your family members will become a part of the family account only after they accept the invitations

sent by you. Up to 8 family members can be invited. Eligible Family account relationships are Parent, Spouse and Children.

Can Family members move up the tiers to Silver and Gold for their travel?

Yes, family members can move up to Sindbad Silver and Gold tiers based on their travel on Oman Air. While the Sindbad miles they earn will get transferred to Family Head's account, the Sindbad Tier miles that they earn will get credited to their individual account.

Can I change the members in my Family account?

Yes, you may change (remove or replace) only one member from your Family account in a calendar year. Please contact the Sindbad Service Center at [sindbad@omanair.com](mailto:sindbad@omanair.com) for assistance.

I am a Gold/Silver member. Will my Family members also get Gold/Silver card?

Family members will be issued with individual Sindbad numbers and Sindbad cards. Family members have to earn their Tier based on their individual Oman Air flight activities and qualify for Gold or Silver tier. They will not automatically qualify as Gold/Silver member based on your tier. No, your family members will not be eligible to use the privileges associated with your Gold or Silver card.

Will my Family members also receive a personalized Sindbad card?

Yes, all they have to do is to download their personalized Sindbad digital card from the Oman Air mobile app.

Will members of my Family account earn Sindbad miles for their spends at Sindbad Partners?

Yes, Family members will earn Sindbad miles for their spends with our Partners.

## **Earning Sindbad miles**

Will I earn miles for the Oman Air flights that I took prior to my date of joining Sindbad?

Yes, as a new member you can claim miles for Oman air flights taken upto 90 days before your date of joining Sindbad. Simply login to your account, select 'Claim missing miles', enter your flight details and submit your claim.

How can I earn Sindbad miles?

You can earn Sindbad miles both in the air and on the ground. Just fly with Oman Air or our Partner airline or transact with any of our global network of Partners. The more Sindbad miles you earn, the more your choices to spend them.

How can I make sure that I get all my miles recorded automatically?

Remember to quote your Sindbad number every time you make a booking, check-in for a flight or transact with any of our Sindbad Partners. Make sure that the name on your ticket matches the name mentioned on your Sindbad account. This will ensure that the miles are automatically credited to your account. You can check the miles balance at any time online on

Sindbad.omanair.com or on your mobile phone by logging into your Sindbad account.

How long after a flight will my miles reflect in my Sindbad account?

The miles for an Oman Air flight will reflect in your account 24 hours after your flight provided the Sindbad number and name on your ticket is the same as that in your Sindbad account. For automatic credit of flights in your Family member accounts, enter their individual Sindbad number at the time of reservation or check-in.

How long will it take for my miles to reflect in my account after a partner activity?

It may take up to four weeks for a partner activity to appear in your Sindbad account.

What is a segment?

A Segment is a flight activity from an origin to a destination. In general terms one boarding pass is equal to one segment. For example, Oman Air flight from Muscat to London covers one segment and London to Muscat would be a second segment.

Sindbad miles for some of my flights have not been credited to my account. What should I do?

You can claim miles for missing Oman Air flight activities for up to 6 months after your flight date. Simply log into your Sindbad account, visit the "Claim Missing miles" section and enter the flight details. The miles will be instantly credited to your account provided the name on the ticket exactly matches the name in your Sindbad profile.

How do I claim for missing partner activities?

You can claim miles for missing partner activities for up to 6 months after your activity date. Simply log into your Sindbad account, visit the "Claim Missing miles" section, select the partner, enter the activity details and upload scanned copy of the payment receipt. Partner claims can also be submitted through the dedicated missing miles claim links on the partner page.

Do I earn Sindbad miles on code share flights?

Sindbad miles can only be earned on flights operated by Oman Air or Partner Airlines. Code share flights marketed by Oman Air with WY flight number but operated by another airline are not eligible to earn miles. If in doubt, please contact the Sindbad Service Centre at [Sindbad@omanair.com](mailto:Sindbad@omanair.com).

What are the benefits for different Tier Levels?

Each Tier has its own set of privileges. Please refer to the Sindbad benefits page for details.

Can I earn miles when my Oman Air flight gets cancelled and I get rebooked on another airline?

On rare occasions due to operational requirements such as cancellation or missed connections, we rebook our guests on another airline. In such instances, you are entitled for the same number of miles that you would have earned on the original itinerary that you had paid for. In order to claim your miles, please send the original Oman Air ticket number and boarding pass copies to [Sindbad@omanair.com](mailto:Sindbad@omanair.com).

# Sindbad miles and Tier miles

What are Sindbad miles?

Sindbad mile is the currency of Sindbad. You will earn Sindbad miles for flights taken on Oman Air and for transactions made with program partners. You can use the Sindbad miles earned for free flights, flight upgrades, raffle tickets and to purchase products from Muscat Duty Free online shop. They are your key to exciting Rewards, exclusive privileges and benefits.

What are Tier miles?

The Tier miles you earn determine your membership tier in Sindbad. As a member, when you fly with Oman Air, in addition to earning Sindbad miles, you will also earn Tier miles. Tier miles are earned at the same rate as Sindbad miles and depend on the route you fly and the class of travel. Tier miles help you to move up the Tier level from Blue to Silver or from Silver to Gold. Tier miles are earned only for flights on Oman Air.

How long are my Sindbad miles valid for?

Your Sindbad miles are valid for three years from the date of the activity. For example, miles earned for a flight taken on 1st February 2019 are valid until 1st February 2022. The validity of Sindbad miles cannot be extended.

What happens if I have not used my miles before expiry?

We will do our best to keep you informed about your mileage validity. You can also keep track of your Sindbad miles and use them before their expiry by checking your account on [Sindbad.omanair.com](http://Sindbad.omanair.com). Although your miles must be redeemed before they expire, you can use them to book a flight Reward that is valid for up to 12 months. This means that even if you can't travel before your miles expire, you can still redeem them now for a future trip or for online purchase of Muscat Duty Free items. However, validity of the expired miles cannot be extended.

I am running short of miles. How shall I claim a Reward?

Yes, if you are short of miles to claim a reward of choice, you can top up the shortfall using the "buy miles" option. Log into your Sindbad account and select 'Buy/Transfer miles' option. On the 'Buy/Gift/Transfer miles' page select the number of miles that you want to buy. The applicable charge in US Dollars will be calculated automatically. Proceed with the payment by entering the credit card details. On completion of the transaction you will receive an email confirming the number of miles purchased and amount charged.

Can I transfer miles to friends or family?

You can also Transfer your Sindbad miles to a members account using the Buy/Transfer miles option at a nominal charge of USD 0.020 per mile. Transfer of miles helps your family member or friend to top up miles and claim their Reward ticket faster.

Can I use my Sindbad miles to book a flight or an upgrade for friends and family?

Yes, you can redeem flight Rewards using Sindbad miles for anyone you wish.

How can I move up the Tiers in Sindbad?

To move up to Sindbad Silver Tier you need to earn 20,000 Tier miles or 15 Segments, and to move up to Gold you will need to earn 40,000 Tier miles or 30 Segments, both within a consecutive 12 month period.

When I move up a Tier, how long will my card will be valid for?

When you move from Blue to Silver Tier or from Silver to Gold, it will be valid for a period of one year from the date you qualified to move up to the higher Tier. In addition to this, you will be given a bonus of 1 month to enjoy the privileges of your current Tier and allow you to earn the required Tier miles to re-qualify and keep your current Tier. For example, if you reach Sindbad Silver on 17th September 2019, your Silver tier validity date will be 17th September 2020 and the expiry date appearing on your Silver card will be October 2020.

## Spending my Sindbad miles

How can I redeem my miles for a flight Reward?

Visit [OmanAir.Com](http://OmanAir.Com) to redeem your miles for a flight Reward. Simply click on the 'Book' link, and on 'Book a Flight' page pick your destination, cabin class, date, Miles as a payment method and find flights. Sign in to your account and follow the easy steps to receive your ticket by email.

Can I redeem miles for a one-way flight ticket?

Yes, you can redeem your miles for one-way flight tickets.

Are flight Rewards inclusive of taxes?

No. flight Rewards are exclusive of tax, fees and charges. You will have to pay them at the time of issuing or reissuing your ticket.

Do I have to pay anything extra when upgrading my booking using Sindbad miles?

Yes. Some countries, for example: United Kingdom, impose additional taxes or charges when you travel in a higher class. The difference in taxes will be collected from you at the time of upgrade of your booking with miles.

How many times can I change travel details in my Reward tickets?

There is no limit to the number of changes you can make to your booking; however, service charges will apply to each change.

Type of Service	Gold	Silver	Blue
Deadline	1 Day before Departure	1 Day before Departure	1 Day before Departure
Before deadline (permitted at following charges):			
Rebooking	NIL	US\$ 30	US\$ 50

Rerouting	US\$ 30	US\$ 30	US\$ 50
Refund Of Reward	US\$ 30	US\$ 30	US\$ 50

After Deadline - No changes are permitted. Only the unused taxes will be refunded.

When redeeming for a Business or First Class Reward ticket, will I be entitled to associated privileges?

Yes. You are entitled to all the benefits of the class of travel to which you have upgraded. These include extra baggage allowance of 2 bags, up to a total weight of 60 kg, priority baggage delivery on arrival at your destination and airport lounge access.

Please note that the fare conditions of your original ticket continue to apply at all times. For example, if there are any fees or charges applicable to your original ticket, these will continue to apply even after upgrading with miles.

If I redeem my Sindbad miles for a cabin Upgrade, will I earn miles based on the cabin upgraded to?

No. Sindbad miles will be credited based on the booking class of the original ticket before it was upgraded with miles.

Why am I being asked for a credit card number when redeeming my Sindbad miles for free travel?

Credit card information is required in order to cover the government taxes and airport charges levied on all ticket purchases, including those purchased with Sindbad miles.

How can I redeem my miles for prepaid baggage, airport lounge or choice seat?

Once you issue your revenue or reward ticket, you can purchase a prepaid baggage, airport lounge or a seat of your choice by using your miles. Just visit [omanair.com](http://omanair.com) and click on the 'Manage Booking' menu. Enter your booking reference and last name and click 'Manage Booking' to proceed. On 'Your Trip Details' page, select 'Extra' to choose lounge access or prepaid bag or select 'Add or modify seats' for seat selection with miles. Next select the flight, passenger and your preferred option. Finally, click on 'Oman Air Sindbad miles' as form of payment and login to your account to authorize the debit of miles and complete the transaction.

## Using my Sindbad Vouchers

How can I use my complimentary upgrade voucher?

Login to your account, click on the 'Upgrade reward' tab under 'Spend your miles' option to view the details of the vouchers awarded to you. Select the voucher you wish to use, update the ticket details of the beneficiary and submit your request. If the seat is available, the Upgrade will be confirmed within 3 working days and you will be notified by Sindbad Service Centre team. Additional taxes applicable, if any, will have to be paid at the time of reissue of the ticket. Your ticket with confirmed booking in Business Class will be emailed to you on completion of

above process to the email registered in your account.

## Junior Sindbad Flyer

What is the Junior Sindbad Flyer?

Junior Sindbad Flyer is a loyalty program targeted at our younger passengers i.e. children between the ages of 4 and 12 years. As a part of this program, children travelling on Oman Air will be given a passport on board, in which they have to fill in their details and get it stamped by the captain every time they travel on Oman Air. When they have collected 10 stamps, they can exchange the passport for a free ticket in Economy Class to any Oman Air destination.

Who is it for?

Junior Sindbad Flyer is specially designed for our younger passengers between the ages of 4-12 years (at the time of receiving their passports)

What does the child have to do to get the free ticket?

Every time a Junior Sindbad Flyer travels on Oman Air they need to give their passport to the Captain and get it stamped. On collection of 10 stamps (ie; 10 flights to any Oman Air destination) which should be within 2 years of the first flight, the Junior Sindbad Flyer become eligible for a free ticket.

To claim for free ticket please submit the Junior Sindbad Flyer passport with the stamps to the nearest Oman Air ticketing office. The Junior Sindbad Flyer has to be accompanied by one of the parents at the time of the ticketing. Oman Air Staff will check the passport entries. On successful verification a return Economy Class ticket will be issued for the Junior Sindbad Flyer to any Oman Air destination of his/her choice. (Any taxes, fees and surcharges applicable to the ticket will have to be paid at the time of ticketing transaction).

Once a ticket is issued, the passport will be voided and a new one will be issued on the Junior Sindbad Flyer's next flight upon request.

Where can I find more details on Junior Sindbad Flyer?

Please click [here](#)

Can an existing Sindbad member join the Junior Sindbad Flyer program?

Yes, existing Sindbad members can join the Junior Sindbad Flyer programme. All you have to do is request a Junior Sindbad Flyer passport during your next flight on Oman Air. Also remember to enter your Sindbad number in the form attached to the passport.

Do I receive the actual Sindbad card along with the Junior passport?

Yes, all Junior Sindbad Flyers are also enrolled to become Sindbad members. They will receive their Sindbad Blue cards once their first activity gets registered in their accounts.

Can I reclaim the stamp if I forget to bring the Junior passport with me on a certain flight?

No, it is not possible to reclaim any missing flight retroactively.

Can I buy a ticket for anyone once I get the 10 stamps?

No, the ticket requested has to be in the name of the Junior Sindbad Flyer.

How can I get another passport after completing the current one?

You may request an additional passport on completion of your current passport either onboard or through the Sindbad service center.

Can the passport be replaced if lost?

You can request for a new passport. You have to start collecting the stamps again. We cannot stamp for past flights.

## **Sindbad Digital Membership Card**

When I join Sindbad, will I get a membership card?

Yes, soon after you have joined Sindbad, you can login to your account and download your digital membership card from the Sindbad website or Oman Air's mobile App.

You can download your Sindbad card through the Oman Air mobile app as follows:

Download the Oman Air mobile app from the Android or Apple store on your mobile device.

Log-in to your Sindbad account.

Click on the download digital card.

Save it to your device's photo library for quick access to your card.

Print / save your digital Sindbad card now or access My Account As a Sindbad member, you no longer need to have a physical membership card to enjoy the benefits of membership. Simply quote your Sindbad number, show your digital Sindbad card to continue enjoying your privileges, earning and redeeming Sindbad miles.

Why has Sindbad introduced digital membership cards?

Digital cards are convenient and easy to use, they are on your mobile phone and can be accessed anytime, anywhere and above all they are eco-friendly! We encourage all members to download their digital cards on their mobile devices for a convenient and responsible travel experience.

Is the digital Sindbad card available to members of all tiers?

Yes, digital Sindbad cards are available to members of all tiers. What's more, your tier changes are reflected on your card instantly. All you have to do is refresh your card to get the new tier membership card on your phone!

What are the features on the Sindbad digital membership card?

Your digital Sindbad card contains your membership information:

Name

Sindbad number

Membership Tier

Card validity where applicable, Blue cards do not expire

Bar Code which you can use for check-in and Muscat dusty free

\*Bar code (contains your Name, Tier level and Tier expiry)

Will I continue to receive my physical Sindbad card?

All Gold and Silver Sindbad members will continue to receive their physical Sindbad cards in the mail upon qualification. However, we will cease the issuance of physical Sindbad cards for Blue members from Wednesday, 1st May 2019.

---

**Source URL:** <http://sindbad.omanair.com/frequent-flyers/faqs>