

Business Class seats and service truly exceeds expectations

Oman Air probably doesn't figure on the names of airlines that would come immediately to your mind but the airline certainly ranks among the top for its business class cabin experience says **Chandragupta Amritkar** after flying to Frankfurt and back

I had been invited to Hamburg to cover a cruise event and was wondering which airline to fly. While talking to my good friend Hamed M. Al-Harthy, Country Manager – India, Oman Air he suggested why not I try the new Oman air business class seats which are not only flat beds but also all seats have aisle access. Having experienced most business class seats on some of the leading airlines I decided to try out Oman air.

Route: Mumbai – Muscat – Frankfurt – Muscat - Mumbai

Seat Options: The staff at Oman air Mumbai are quite efficient and after my booking called up to find out which seat would I prefer. I generally opt for an aisle seat but since the aircraft from Muscat to Frankfurt has a 1-2-1 seat configuration it meant each seat has an aisle I opted for a window-aisle seat. Opt for the middle two seats if you are travelling together. For the Mumbai-Mus-



cat sector which has a 2-2 configuration they provided me the first row aisle seat.

Chauffeur Drive airport transfer: For First and Business Class passengers Oman air provides complimentary Chauffeur Drive airport transfer service at select destinations and is available on both outward and return journey. It is available for passengers holding tickets in revenue booking classes P, F, J and C only. Promotional fare tickets (e.g. D Class), Redemption tickets, complimentary tickets or complimentary upgrades from Economy Class to Business Class do not qualify for the Chauffeur Drive Service.

Check-In: At Mumbai the check in was easy and swift. I proceeded directly to Business Class immigration counter. There was quite a big line and it took me 15 minutes. The fast track security was quick as there were only a couple of people in line.

While the Mumbai – Muscat journey was comfortable and they had the normal business class seats, it was the journey from Mus-

cat – Frankfurt that was the highlight including my journey by rail from Frankfurt to Hamburg.

The Lounge: After we landed at the Muscat airport we disembarked onto a bus (I was surprised that the airport has no aerobridges). I proceeded to the lounge.

Once inside the terminal building follow the signs for the Lounge which is adjacent to the duty free area,. I was given a warm greeting upon arrival by the staff and was asked if I would like to have a massage. I said yes and they gave a form to be filled. I opted for jetlag therapy massage (20 minutes).



The Lounge is modern and spacious and has a "quiet area" for those who want to stretch out and have some sleep. It is behind a curtain and can be noisy if seated near the curtain separating the area from the rest of the lounge.

The restaurant area offers a good variety of hot & cold meals - a mixture of Western and Arabic foods. The lounge also has full dining options where you have tables laid out with plates, napkins and cutlery – similar to a restaurant. I don't recall seeing it in any other lounge.

There is free internet access which I used extensively.

I was informed that first class lounge offers exceptional servic-