



Booked By: **Biman E-Commerce**  
Contact: Website: (www.biman-airline.com)  
ibebiman@bdbiman.com

Reserved On: 19 Jan 2021 12:07  
Ticketed On: 19 Jan 2021 13:07

## Passengers

TRAVELLER'S NAME	TICKET#	CONTACT#	PASSPORT#	MEAL	WHEELCHAIR	SEAT
MR ALI HOSSAIN	2304220502	+880 1716423582	EE0862761			Any

## Travel Itinerary

DHAKA - RIYADH

DATE	DEPARTURE	ARRIVAL	DURATION	FLIGHT NUMBER	NOTES/TERMINAL
Friday, 05 Feb 2021	<b>00:30</b> Dhaka(DAC)	<b>04:10</b> Riyadh(RUH)	6h 40m	<b>BG-4039</b> Boeing 777-300 Cabin Class-A	Non-Stop

Please ensure your

## Reporting at Airport check-in counter as following:

- Middle East Flights 06 (Six) Hours Before Departure
- International Flights 03 (Three) Hours Before Departure
- Domestic Flight in Bangladesh 02 (Two) Hours Before Departure

## Check-in Counter Closing Time as following:

- International Flights 60 Minutes Before Departure
- Domestic Flights 30 Minutes Before Departure

## Boarding Gate Closing Time as following:

- International Flights 20 Minutes Before Departure
- Domestic Flights 20 Minutes Before Departure

## Ticket Details

PASSENGER NAME TICKET#/COUPON	FLIGHT	ROUTE	DATE	FARE FAMILY	BAGGAGE ALLOWANCE	FARE BASIS	STATUS	PRICE
MR ALI HOSSAIN								HAND BAG 07KG 1PC VALID ON BG ONLY
997 2304220502/1	BG-4039	DAC-RUH	05 Feb 2021	Economy Flexible	30KILO	ABDO	OK	BDT 66,482

## Transactions

Agency Name: Biman E-Commerce  
Date of Payment: 19 Jan 2021, 01:07  
Payment Method: BKASH  
TxrID: 8AJ81T88VG

DESCRIPTION	BASE FARE	TAXES	TOTAL AMOUNT
Ticket Sale	BDT 63,150	BDT 9,647	BDT 66,482

**TOTAL TRANSACTION AMOUNT: BDT 66,482**



Booked By: **Biman E-Commerce**  
Contact: Website: (www.biman-airline.com)  
ibebiman@bdbiman.com

Reserved On: 19 Jan 2021 12:07  
Ticketed On: 19 Jan 2021 13:07

**CANCEL AND REFUND RULES****VOID CHARGE-**

IF ANY TICKET VOIDED WITHOUT CANCELLING  
RESERVATION WITHIN 24 HOURS OF FLIGHT DEPARTURE  
---CHARGE SHALL BE USD100.00 PLUS APPLICABLE  
NOSHOW CHARGE.

**VOLUNTARY CHANGES-**

CHARGE APPLIES PER TRANSACTION - PER PERSON FOR  
ADULT CHILD AND INFANT WITH SEAT.  
INFANTS WITHOUT A SEAT NO CHARGE.

A CHANGE IS A DATE/FLIGHT/BOOKING CODE CHANGE.  
FOR RBD-CHANGE APPLICABLE DOF SHALL BE COLLECTED  
IN ADDITION OF CHARGES.

**PLEASE NOTE-**

MODIFIED RESERVATION MUST BE REISSUE/ REVALID  
ON THE SAME DAY/SAME TIME OF MODIFICATION .  
UNLESS HIGHEST CHARGE SHOULD BE COLLECTED.

**IN AUTO PRICING SITUATION-**

PENALTY AMOUNT WILL BE DETERMINED BY SYSTEM  
BASED ON THE DATA MENTIONED IN TICKETS ONLY.SO  
CHANGES MUST BE VALIDATED BY REISSUING TICKETS  
INSTANTLY. HENCE TICKET SHOULD NEITHER BE KEPT  
WITHOUT REISSUE NOR BY CANCELLING ORIGINAL  
BOOKING DATA IN PNR ONLY.

RE-PRICING MUST BE MADE AT THE SAME DAY  
AT THE SAME TIME AS CHANGE OF RESERVATION ELSE  
THE HIGHEST CHARGE SHOULD BE COLLECTED.

IF REQUEST IS MADE MORE THAN 24 HOURS BEFORE  
DEPARTURE PENALTY AMOUNTS ARE AS FOLLOWS-  
FOR FARE ORIGIN BANGLADESH - USD 17.00  
FOR FARE ORIGIN SAUDI ARABIA  
-1ST CHANGE FREE FOR DEPARTURE  
EX JED/MED/RUH/DMM  
-2ND OR SUBSEQUENT CHANGE  
CHARGE USD 17.00.

IF REQUEST IS MADE LESS THAN 24 HOURS BEFORE  
DEPARTURE PENALTY AMOUNTS ARE AS FOLLOWS -  
FOR FARE ORIGIN BANGLADESH - USD 52.00  
FOR FARE ORIGIN SAUDIARABIA - USD 62.00

NO SHOW PENALTY AMOUNTS APPLY ANYTIME  
FOR FARE ORIGIN BANGLADESH - USD 52.00  
FOR FARE ORIGIN SAUDIARABIA - USD 62.00

IN THE EVENT OF DOWNGRADE TO LOWER FARE IGNORE  
RESIDUAL VALUE.

THERE IS NEVER A PENALTY CHARGE FOR INFANTS NOT  
OCCUPYING A SEAT. ALL OTHER CHILDREN AND INFANT  
PASSENGERS RECEIVE DISCOUNTS ON THE CHARGE FEE  
AMOUNTS AS PER THE DISCOUNTS IN CAT 19.

**FOR GO SHOW**

TO BE ENSURED WHETHER THE FARE LEVEL OF PRESENTED  
TICKET FOR GO SHOW MATCHES WITH EXISTING MARKET  
FARES/TAXES ON THE DAY OF TRAVEL IN TICKETED RBD.  
IF MATCHES COLLECT MINIMUM DATE CHANGE FEE I.E.  
BEFORE 24HRS FROM SUCH PASSENGER BY REISSUING  
TICKET FROM A/P SALES COUNTER OR THROUGH EMD/CR  
AT CHECK-IN COUNTER.  
IF NOT MATCHES COLLECT DIFF. OF FARE/TAXES IN  
ADDITION TO DATE CHANGE FEE. CHECK-IN STAFF WILL  
FIND BASE FARE FOR ANY SECTOR WITH FSD INPUT AS  
EXAMPLE FSDDACLON/10MAY18/B FOR B RBD DAC-LON  
BASE FARE OF 10MAY18.

**VOLUNTARY REFUNDS-**

REFUND PENALTY WILL BE DETERMINED BY SYSTEM  
BASED ON FLIGHT DATA MENTIONED ON TICKETS ONLY.  
SO REFUND ACTION SHOULD BE TAKEN INSTANTLY AT THE  
TIME OF PNR CANCELLATION . UNLESS SYSTEM  
DETERMINES REFUND PENALTY BASED ON REFUND ACTION  
TIME .  
NOT ON THE TIME OF PNR CANCELLATION.

IF REQUEST IS MADE MORE THAN 24 HOURS BEFORE  
DEPARTURE PENALTY AMOUNTS ARE AS FOLLOWS -  
FOR FARE ORIGIN BANGLADESH - USD 42.00  
FOR FARE ORIGIN SAUDI ARABIA - USD 62.00

IF REQUEST IS MADE LESS THAN 24 HOURS BEFORE  
DEPARTURE PENALTY AMOUNTS ARE AS FOLLOWS -  
FOR FARE ORIGIN BANGLADESH - USD 92.00  
FOR FARE SAUDI ARABIA - USD 122.00

NO SHOW REFUND PENALTY APPLY ANYTIME  
FOR FARE ORIGIN BANGLADESH - USD 92.00  
FOR FARE ORIGIN SAUDI ARABIA - USD 122.00

ALL TAXES OF UNAVAILED SEGMENT ARE REFUNDABLE.

IN CASE OF PARTIAL REFUND THE APPLICABLE ONE WAY  
FARE IN SAME OR HIGHER RBD ON THE DAY OF TRAVEL  
WILL BE DEDUCTED ALONG WITH PENALTY AMOUNT.

IN REGARD TO EXCHANGE AND REFUND-TICKET ISSUED  
UNDER THIS RULE WITH AUTO PRICING-VALIDITY WILL  
BE ONE YEAR FROM DATE OF ISSUANCE

REFUND PENALTIES ARE WAIVED IN THE EVENT OF DEATH  
OF PASSENGER AS PER CERTIFIABLE DOCUMENTATION

THERE IS NEVER A PENALTY CHARGE FOR INFANTS NOT  
OCCUPYING A SEAT. ALL OTHER CHILDREN AND INFANT  
PASSENGERS RECEIVE DISCOUNTS ON THE CHARGE FEE  
AMOUNTS AS PER THE DISCOUNTS IN CAT 19.

ABOVE ALL CHARGES WILL APPLY AS PER FARE ORIGIN  
RULE/FIRST COMMENCEMENT OF JOURNEY IRRESPECTIVE OF  
PLACE OF CHANGES/REISSUANCE/REFUND/TRAVEL  
DIRECTION

**FARE ORIGIN EXAMPLE-**

FOR TICKET DAC-JED-DAC OR DAC-MCT-DAC FARE ORIGIN  
IS DAC AND THE PENALTY OF ANY CHANGE/REFUND EITHER  
IN DAC OR IN JED/MCT THEN BD TO SA/OM RULE WILL  
APPLY AS LIKE AS DAC-JED/MCT.

IF THERE IS ANY AMBIGUITY IN CATEGORY-31 AND  
CATEGORY-33 - THE PROVISION OF CATEGORY-16 WILL  
OVERRIDE CATEGORY-31/33 DATA.



Booked By: **Biman E-Commerce**  
Contact: Website: (www.biman-airline.com)  
ibebiman@bdbiman.com

Reserved On: 19 Jan 2021 12:07  
Ticketed On: 19 Jan 2021 13:07

#### TERMS AND CONDITIONS FOR INTERNET BOOKINGS

With the introduction of booking/ticketing through IBE (Internet Booking Engine) which permits passengers to purchase tickets by using debit or credit card through Biman's web-link [www.biman-airlines.com](http://www.biman-airlines.com).

#### PASSENGER AWARENESS

You are fully aware of the verification and are advised to present your credit card; those passengers who fail to present their credit card must not be accepted for travel.

#### INTERNET BOOKINGS

The Biman Bangladesh Airlines Internet booking system is currently available only for flights operated by Biman Bangladesh Airlines. You will use the Biman Bangladesh Airlines online booking facility to make only legitimate reservations. You can book online for a maximum of 6 passengers in a single booking which can be a combination of adults and children. Infants can also be booked provided each infant is accompanied by an adult. You are responsible for the correctness of the age of children and infants booked by you online. An infant is one who has not yet reached his/her second birthday on the date of commencement of journey while a child is one who has reached his/her second birthday but not yet reached his/her twelfth birthday on the date of commencement of journey. Bookings within 48 hours of departure cannot be made through our Website. Please contact the nearest Biman Bangladesh Airlines office for any assistance. You are responsible to read all 'Fare rules' mentioned on each web page displayed while booking on our website. Biman Bangladesh Airlines will consider as accepted these notes and rules if you complete booking process. User in his own interest is requested to confirm this information from the nearest Biman Bangladesh Airlines office in case of any doubts. The passengers are requested to confirm the time, and date of departure from the nearest booking office, Airport or through the website in advance before the journey. Biman Bangladesh Airlines assumes no responsibility whatsoever on account of delay or cancellation of flight for any reason whatsoever including change in flight schedule.

#### USER PROFILE

In order to make bookings you may register online on our website and, a user ID will be allotted to you, which can be used in all future transactions. Your personal profile such as email address, home and business address, phone and fax numbers will be stored. This will help us in providing you with our optimum service and save your time for future bookings. Your user ID and password are confidential and should not be revealed to any person to prevent its misuse. All information shall be provided at the option of the passenger and Biman Bangladesh Airlines bears no liability towards the same.

#### MODE OF PAYMENT

The mode of payment will be through credit cards [Visa / MasterCard].

#### AGE AND WARRANTY

You suppose that you are of sufficient legal age to use this service, and you possess the legal right and ability to create binding obligations for any liability you may incur as a result of the use of this service. You warrant that all information supplied by you and members of your family in using the booking facility are true and accurate.

#### DOCUMENTATIONS (WHEREVER APPLICABLE)

The responsibility to ensure the correctness of all documentations including valid resident permit, passport & visa (if required) rests solely with you. Biman Bangladesh Airlines will not be responsible for any complication arising out of incomplete or improper documentation on your part.

#### AIRPORT TAXES

At the time of ticketing all known taxes will be collected on your ticket. Some airports will levy an airport departure tax, which is payable by passengers at the airport locally.

#### CONDITIONS OF CONTRACT

The carriage of passengers and their baggage by air will be subject to the Conditions of Carriage of the carrier. General Terms & Conditions for Passengers & Baggage handling will be followed.

#### RIGHTS AND RESTRICTIONS

Biman Bangladesh Airlines and its licensors retain all rights (including copyright and patent rights) with respect to all software and underlying information and material available through the Biman Bangladesh Airlines Online booking facility. You must not download or otherwise export or re-export any software or underlying information or material available through the Biman Bangladesh Airlines Online booking facility except with the written permission of Biman Bangladesh Airlines Ltd.

#### PROHIBITION OF UNLAWFUL USE

You will not use the Biman Bangladesh Airlines online booking facility to make any speculative, false or fraudulent reservation. You will not use this Website for any purpose that is unlawful or prohibited by these Conditions of Use. You must not:

- use the Biman Bangladesh Airlines Online booking facility for any activity which breaches any law; or
- use the Biman Bangladesh Airlines Online booking facility in a way which interferes with its availability for other users; or
- use other means to transact or obtain information if you are unable to use the Biman Bangladesh Airlines Online booking facility.

#### PROHIBITED ITEMS AS BAGGAGE

Following items are prohibited by passenger from carrying these items in either their checked-in and hand-carry baggage or on their person.

- Explosives, fireworks, munitions, flares, crackers, sparklers, party poppers and pyrotechnics
- Security-type cases/boxes incorporating goods such as lithium batteries or pyrotechnics
- Compressed gases (flammable, non-flammable, or poisonous) such as butane, propane, aqualung cylinders, lighter fuels, or refills
- Lighters (butane, absorbed fuel, electric, battery-powered, novelty)
- Oxidizing substances such as bleaching powder and peroxides
- Flammable liquids such as paints and adhesives
- Flammable solids such as safety matches and articles which are easily ignited
- Disabling devices such as mace or pepper sprays, with irritant properties
- Poisons such as arsenic, cyanides, or insecticides
- Radioactive materials
- Corrosive materials such as mercury (which may be contained in thermometers or blood pressure gauges,) acids, alkalis, and wet cell batteries
- Meals-Ready-to-Eat
- Firearms / parts of firearm such as revolvers, rifles, imitation firearms, pellet guns, ball-bearing guns, barrels, trigger assembly etc
- Ammunition including blank, spent / empty cartridges
- Toys guns/gun shaped items or look-alike
- Any other substances which, during a flight, present a danger not covered above, such as magnetized, offensive, or irritating materials

Note: Failure to declare hazardous materials may result in civil or criminal penalties for passengers by the relevant government authorities at state of origin.

#### WARRANTY AND REPRESENTATION

Biman Bangladesh Airlines Ltd does not warrant or represent that your access to the Biman Bangladesh Airlines Online booking facility will be uninterrupted or error-free or that any information, data, content, software or other material accessible through the Biman Bangladesh Airlines Online booking facility will be free of bugs, viruses, worms, Trojan horses or other harmful components.

#### ISSUANCE OF E-TICKET

Make a booking and pay online by credit card. Print an E-ticket on your personal printer and present it at the check-in counter for a boarding card. It is mandatory to produce E-ticket at check-in point.

#### TERMS & CONDITIONS FOR E-TICKET

- E-ticket is Biman Bangladesh Airlines' paper-less travel service.
  - E-ticket can be issued for normal fares as well as market fares. Other applicable may also be notified from time to time.
  - The image of the ticket purchased by you is stored in the Biman Bangladesh Airlines server.
  - Once ticket is purchased the system will generate a printable Itinerary Receipt and the same will be displayed on your PC.
  - You should print this Itinerary Receipt and use it for your access to the airport and check-in.
  - To enter the airport and for check-in, you must present the original printout of the Itinerary Receipt along with a valid photo identification (Passport / National ID Card).
  - You should not mutilate, tear or make multi-folds on your printout of the Itinerary Receipt.
  - The printout of the Itinerary Receipt would only have a value when seen with the photo-identity document and the booking record in the Biman Bangladesh Airlines reservation system. Therefore you should not worry that a copy of your printout would be misused. However, you should:
    - Be careful as to never share your password with anyone;
    - Never allow anyone to transact on your behalf;
    - Always carry your photo- identity document selected at the time of the booking along with the E-ticket;
- Please cooperate with the security and the check-in staff when asked to show your photo-identity. This is to prevent a possible rare occurrence of someone else misusing your e-Ticket.

#### REFUND OF CREDIT CARD TICKETS

Following steps of refund in case of credit card ticket sales must be ensured.

- Cash refund or refunds by means of MCOs are not permissible if ticket was issued against a credit card.
- Refund of credit card tickets will be governed as per New Refund policy under BSP/ET environment.
- Payment of such ticket to be made to cardholder's bank account only with authority of Manager Revenue Accounts.
- Following additional actions to be ensured in case of credit card refund:
  - The refundable amount will be credited by means of the Refund Request Form.4
  - Currency of refund must be the same as currency of sale.
- In respect of refunds credited to the cardholders account, the sales commission Merchant Discount (MDR) commission and admissible refund charges will be recalled.

#### PASSENGER ACTION IN CASE OF REFUND

Passenger will submit [Refund Request Form](#) personally to nearest Biman Office or by e-mail [iberefund@bdbiman.com](mailto:iberefund@bdbiman.com).

#### CONTACTS

Please contact following in case of queries regarding:

- Ticketing issue: [eticket.helpdesk@bdbiman.com](mailto:eticket.helpdesk@bdbiman.com)
- Web Booking: [ibebiman@bdbiman.com](mailto:ibebiman@bdbiman.com)
- Settlement of transaction: [mgnevg@bdbiman.com](mailto:mgnevg@bdbiman.com)

#### DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

The information published on this website may be incomplete or include inaccuracies or typographical error. Biman Bangladesh Airlines Ltd makes no representations about the suitability of the information, products, and services contained on this Website for any purpose. All such information, products, and services are provided without warranty of any kind. Biman Bangladesh Airlines Ltd hereby disclaims all warranties and conditions with regard to the information, products, and services, (other than carriage by air), including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement. Any Carriage by air using a ticket obtained using this website shall be subject to the conditions of carriage as provided in the carriage by Air ACT 1971

#### MODIFICATION OF TERMS AND CONDITIONS

Biman Bangladesh Airlines Ltd reserves the right to change these terms and conditions at any time without notice or liability. You are responsible for regularly reviewing these terms and conditions. Continued use of Biman Bangladesh Airlines online booking system following any such changes shall constitute your acceptance of such changes.

#### RESTRICTED ITEMS AS HAND CARRY OR/AND ON THEIR PERSON

Following items are prohibited by passenger from carrying these items in either their hand-carry baggage or on their person. For convenience, passengers are advised to check in or put these items in their checked-in baggage instead:

Following items are prohibited by passenger from carrying these items in either their hand-carry baggage or on their person. For convenience, passengers are advised to check in or put these items in their checked-in baggage instead:

- Knives (any types), Scissors and any other sharp/bladed objects (e.g. ice-pick, nail clippers) considered illegal by local law.
  - Weapons such as whips, nan-chakus, baton, or stun gun
  - Hand-cuffs
  - Sporting equipment such as baseball/cricket bats, golf clubs, hockey sticks, billiard cues or similar items.
  - Devices with spillable batteries
  - Aerosols (hair sprays, perfumes, medicines containing alcohol) not exceeding 0.5 KG or 0.5 L per article and 1.0 KG or 1.0 L in total weight. Restriction may vary country wise.
  - Baby strollers
  - Electronic devices which cannot be switched off
  - Any items which are restricted by local law
- If any of these items will be recovered at the boarding gate by the local authorities and depending on local conditions, those may not be returned to you. By accessing, browsing and using Biman website and/or by completing a Booking I acknowledge have reading, understanding and agreeing to Biman Terms and Conditions of Carriage and Dangerous Goods Regulations.