



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

Reserved On: 17 Mar 2021 18:52
Ticketed On: 18 Mar 2021 14:39

Passengers

TRAVELLER'S NAME	TICKET#	CONTACT#	PASSPORT#	MEAL	WHEELCHAIR	SEAT
MR ALAM NOOR	2904272253	+880 1742929277	BW0182539			Any

Travel Itinerary

DHAKA - SINGAPORE

DATE	DEPARTURE	ARRIVAL	DURATION	FLIGHT NUMBER	NOTES/TERMINAL
Thursday, 25 Mar 2021	08:25 Dhaka(DAC)	14:30 Singapore(SIN)	4h 5m	BG-084 Boeing 787-8 Dreamliner Cabin Class-B	Non-Stop Terminal-2

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
MR ALAM NOOR							NONEND/NONREF- VALID ON BG ONLY
997 2904272253/1	BG-084	DAC-SIN	25 Mar 2021	Economy Saver	30KILO	BBDO	OK



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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.

NEW RESERVATION REISSUE/ REVALIDATION
MUST BE MADE ON THE SAME DAY AT THE SAME TIME.

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

IN AUTO PRICING/RE-PRICING SITUATION-

PENALTY AMOUNT WILL BE DETERMINED BY SYSTEM
BASING ON DATA MENTIONED ON TICKETS ONLY.SO
CHANGES MUST BE VALIDATED BY REISSUING TICKETS
INSTANTLY. HENCE NO TICKET SHOULD BE KEPT WITHOUT
REISSUE BY ONLY CANCELLING ORIGINAL BOOKING DATA
IN PNR.

VOLUNTARY CHANGES

IF REQUEST IS MADE MORE THAN 24 HOURS BEFORE
DEPARTURE PENALTIES ARE AS FOLLOWS -
I. FOR FARE ORIGIN BANGLADESH USD 15.00
II.FOR FARE ORIGIN SINGAPORE-FIRST CHANGE FREE
FOR DEPARTURE EX-SIN ONLY.
-2ND OR SUBSEQUENT CHANGE CHARGE USD 15.00

IF REQUEST IS MADE LESS THAN 24 HOURS BEFORE
DEPARTURE PENALTIES ARE AS FOLLOWS
FOR FARE ORIGIN BANGLADESH USD 30.00
FOR FARE ORIGIN SINGAPORE USD 50.00

NO SHOW PENALTIES APPLY ANYTIME

FOR FARE ORIGIN BANGLADESH 40 USD
FOR FARE ORIGIN SINGAPORE 50 USD

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

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 CHARGES-

REFUND PENALTY WILL BE DETERMINED BY SYSTEM
BASING ON FLIGHT DATA MENTIONED ON TICKETS ONLY.
TAKE REFUND ACTION SIMULTANEOUSLY AT THE TIME OF
PNR CANCELLATION OR RESERVATIONS.
SYSTEM ALWAYS ASSUME THE REFUND ACTION TIME-
NOT THE TIME OF CANCELLATION OF PNR.

--IF REQUEST IS MADE MORE THAN 24 HOURS BEFORE
DEPARTURE PENALTIES ARE
FOR FARE ORIGIN BANGLADESH 40 USD
FOR FARE ORIGIN SINGAPORE 65 USD

IF REQUEST IS MADE LESS THAN 24 HOURS BEFORE
DEPARTURE PENALTIES ARE
FROM BANGLADESH 70 USD
FROM SINGAPORE 115 USD

NO SHOW REFUND PENALTY APPLIES ANYTIME
FOR FARE ORIGIN BANGLADESH 70 USD
FOR FARE ORIGIN SINGAPORE 115 USD

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/COMMENCEMENT OF JOURNEY IRRESPECTIVE OF
PLACE OF CHANGES/REISSUANCE/REFUND/TRAVEL
DIRECTION

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



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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.

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 US

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.

CONTACTS

Please contact following in case of queries regarding:

- Ticketing issue: eticket.helpdesk@bdbiman.com
- Web Booking: ibebiman@bdbiman.com
- Settlement of transaction: mgrrevg@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

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- 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.