

# Refund & Change Policy:

## Domestic Flights

| Domestic Flights   |                                     |  |                                     |  |  |
|--|-------------------------------------|--|-------------------------------------|--|--|
| Fare Class   | Date Change fee                     |  | Refund Charge                       |  | Remarks  |
|  | Before 24 hours of flight departure | Within 24 hours/ after flight departure/ No show | Before 24 hours of flight departure | Within 24 hours/ after flight departure/ No show |  |
| Super Saver<br>Economy/<br>Economy Saver/ Flexi/<br>Business Saver/<br>Flexi | BDT 1000                            | BDT 1500   | BDT 1500                            | BDT 2000   | For <b>Child</b> fare 75% of applicable charges.<br><b>Infant</b> : No fee |
|  |                                     |  |                                     |  |  |

## International Flights

| Fare Origin                        | Fare Type                          | Date Change Fee |                  | Refund Charge |               | Remarks  |
|------------------------------------|------------------------------------|-----------------|------------------|---------------|---------------|--|
| From To                            | Brand Name/Provision               | B4 24 HOURS     | WITHIN 24 HRS/NS | B4 24 HOURS   | NOSHOW REFUND |  |
| <b>BD to CCU/DEL/KTM</b>           | Economy Saver                      | USD 20          | USD 40           | USD 40        | USD 80        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant</b> : No fee |
|                                    | Economy Flexi                      | USD 20          | USD 30           | USD 40        | USD 70        |  |
|                                    | Premium Economy and Business Saver | USD 15          | USD 30           | USD 40        | USD 70        |  |
|                                    | Business Flexi (C/J)               | USD 15          | USD 30           | USD 50        | USD 80        |  |
| <b>CCU/DEL/KTM to BD</b>           | Economy Saver                      | USD 30          | USD 40           | USD 40        | USD 80        |  |
|                                    | Economy Flexi                      | USD 20          | USD 40           | USD 40        | USD 80        |  |
|                                    | Premium Economy and Business Saver | USD 20          | USD 40           | USD 40        | USD 80        |  |
|                                    | Business Flexi (C/J)               | USD 15          | USD 30           | USD 50        | USD 80        |  |
| <b>BD TO KSA (JED/DMM/RUH/MED)</b> | Economy Saver                      | USD 25          | USD 65           | USD 50        | USD 115       | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant</b> : No fee |
|                                    | Economy Flexi                      | USD 20          | USD 60           | USD 60        | USD 120       |  |
|                                    | Premium Economy and Business Saver | USD 20          | USD 60           | USD 60        | USD 120       |  |
|                                    | Business Flexi (C/J)               | USD 20          | USD 60           | USD 70        | USD 130       |  |

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| Fare Origin                        | Fare Type                        | Date Change Fee          |                  | Refund Charge |                | Remarks   |
|------------------------------------|----------------------------------|--------------------------|------------------|---------------|----------------|---|
| From To                            | Brand Name/Provision             | B4 24 HOURS              | WITHIN 24 HRS/NS | B4 24 HOURS   | NO SHOW REFUND |   |
| <b>KSA (JED/DMM/RUH/MED) to BD</b> | Economy Saver                    | USD 40 (1ST CHANGE FREE) | USD 65           | USD 65        | USD 130        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|                                    | Economy Flexi                    | USD 35 (1ST CHANGE FREE) | USD 65           | USD 65        | USD 130        |   |
|                                    | Premium Economy & Business Saver | USD 35 (1ST CHANGE FREE) | USD 65           | USD 70        | USD 135        |   |
|                                    | Business Flexi (C/J)             | USD 35 (1ST CHANGE FREE) | USD 65           | USD 70        | USD 135        |   |
| <b>BD to AE(DXB/AUH/SHJ)</b>       | Economy Saver                    | USD 50                   | USD 120          | USD 80        | USD 200        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|                                    | Economy Flexi                    | USD 40                   | USD 120          | USD 80        | USD 200        |   |
|                                    | Premium Eco and Business Saver   | USD 30                   | USD 120          | USD 80        | USD 200        |   |
| <b>AE(DXB/AUH/SHJ) to BD</b>       | Economy Saver                    | USD 50                   | USD 110          | USD 80        | USD 90         |   |
|                                    | Economy Flexi                    | USD 40                   | USD 110          | USD 80        | USD 90         |   |
|                                    | Premium Economy & Business Saver | USD 30                   | USD 110          | USD 80        | USD 90         |   |
|                                    | Business Flexi (C/J)             | USD 30                   | USD 120          | USD 100       | USD 220        |   |
| <b>BD to MCT/KWI &amp; DOH</b>     | Economy Saver                    | USD 50                   | USD 75           | USD 100       | USD 175        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|                                    | Economy Flexi                    | USD 40                   | USD 75           | USD 100       | USD 175        |   |
|                                    | Premium Economy & Business Saver | USD 40                   | USD 75           | USD 100       | USD 175        |   |
|                                    | Business Flexi (C/J)             | USD 40                   | USD 100          | USD 110       | USD 210        |   |
| <b>MCT/KWI &amp; DOH to BD</b>     | Economy Saver                    | USD 40                   | USD 75           | USD 75        | USD 150        |   |
|                                    | Economy Flexi                    | USD 40                   | USD 75           | USD 75        | USD 150        |   |
|                                    | Premium Economy & Business Saver | USD 30                   | USD 75           | USD 75        | USD 150        |   |
|                                    | Business Flexi (C/J)             | USD 30                   | USD 75           | USD 75        | USD 150        |   |
| <b>BD to SIN</b>                   | Economy Saver                    | USD 50                   | USD 100          | USD 70        | USD 170        |   |
|                                    | Economy Flexi                    | USD 40                   | USD 100          | USD 70        | USD 170        |   |
|                                    | Premium Economy & Business Saver | USD 30                   | USD 100          | USD 70        | USD 170        |   |
|                                    | Business Flexi (C/J)             | USD 30                   | USD 110          | USD 90        | USD 200        |   |
| <b>SIN to BD</b>                   | Economy Saver                    | USD 50 (1ST CHANGE FREE) | USD 100          | USD 65        | USD 165        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|                                    | Economy Flexi                    | USD 50 (1ST CHANGE FREE) | USD 100          | USD 65        | USD 165        |   |
|                                    | Premium Economy & Business Saver | USD 50 (1ST CHANGE FREE) | USD 100          | USD 65        | USD 165        |   |
|                                    | Business Flexi (C/J)             | USD 50 (1ST CHANGE FREE) | USD 110          | USD 70        | USD 80         |   |

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| Fare Origin | Fare Type                        | Date Change Fee          |                  | Refund Charge |                | Remarks   |
|-------------|----------------------------------|--------------------------|------------------|---------------|----------------|---|
| From To     | Brand Name/Provision             | B4 24 HOURS              | WITHIN 24 HRS/NS | B4 24 HOURS   | NO SHOW REFUND |   |
| BD to BKK   | Economy Saver                    | USD 30                   | USD 50           | USD 100       | USD 150        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|             | Economy Flexi                    | USD 30                   | USD 50           | USD 100       | USD 150        |   |
|             | Premium Economy & Business Saver | USD 30                   | USD 50           | USD 100       | USD 150        |   |
|             | Business Flexi (C/J)             | USD 30                   | USD 60           | USD 110       | USD 170        |   |
| BKK TO BD   | Economy Saver                    | USD 50                   | USD 100          | USD 100       | USD 200        |   |
|             | Economy Flexi                    | USD 40                   | USD 100          | USD 100       | USD 200        |   |
|             | Premium Economy & Business Saver | USD 50                   | USD 100          | USD 100       | USD 200        |   |
|             | Business Flexi (C/J)             | USD 50                   | USD 110          | USD 110       | USD 220        |   |
| BD to KUL   | Economy Saver                    | USD 30                   | USD 60           | USD 90        | USD 150        | For <b>Child</b> Fare 75% of applicable charges.<br><b>Infant:</b> No fee |
|             | Economy Flexi                    | USD 30                   | USD 60           | USD 90        | USD 150        |   |
|             | Premium Economy & Business Saver | USD 30                   | USD 60           | USD 90        | USD 150        |   |
|             | Business Flexi (C/J)             | USD 30                   | USD 70           | USD 100       | USD 170        |   |
| KUL to BD   | Economy Saver                    | USD 40 (1ST CHANGE FREE) | 70               | USD 70        | USD 140        |   |
|             | Economy Flexi                    | USD 30                   | 70               | USD 70        | USD 140        |   |
|             | Premium Economy & Business Saver | USD 30                   | 70               | USD 70        | USD 140        |   |
|             | Business Flexi (C/J)             | USD 30                   | 80               | USD 80        | USD 160        |   |
|             |                                  |                          |                  |               |                |   |

| Fare Origin        | Fare Type                                | Date Change Fee |                  | Refund Charge  |                | Remarks   |
|--------------------|--|-----------------|------------------|----------------|----------------|---|
| From To            | Brand Name/Provision                     | B4 72 HOURS     | WITHIN 72 HRS/NS | B4 72 HOURS    | NO SHOW REFUND |   |
| BD to GB (LON/MAN) | Economy Super Saver                      | USD 100         | USD 160          | Non Refundable |                | For <b>Child</b> Fare 90% of applicable charges.<br><b>Infant:</b> No fee |
|                    | Economy Saver                            | USD 100         | USD 160          | USD 100        | USD 200        |   |
|                    | Economy Flexi                            | USD 80          | USD 150          | USD 100        | USD 200        |   |
|                    | Premium Economy (W) & Business Saver (D) | USD 80          | USD 150          | USD 100        | USD 200        |   |
|                    | Business Flexi (C/J/R)                   | USD 80          | USD 160          | USD 110        | USD 200        |   |
| GB (LON/MAN) to BD | Economy Saver                            | GBP 80          | GBP 120          | GBP 150        | GBP 200        |   |
|                    | Economy Flexi                            | GBP 80          | GBP 120          | GBP 100        | GBP 200        |   |
|                    | Premium Economy (W) & Business Saver (D) | GBP 80          | GBP 120          | GBP 100        | GBP 200        |   |
|                    | Business Flexi (C/J)                     | GBP 80          | GBP 120          | GBP 100        | GBP 200        |   |

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| Fare Origin         | Fare Type                                | Date Change Fee |                  | Refund Charge |                | Remarks   |
|---------------------|--|-----------------|------------------|---------------|----------------|---|
| From To             | Brand Name/Provision                     | B4 72 HOURS     | WITHIN 72 HRS/NS | B4 72 HOURS   | NO SHOW REFUND |   |
| <b>BD to CANADA</b> | Economy Saver                            | USD 100         | USD 200          | USD 200       | USD 300        | For <b>Child</b> Fare 90% of applicable charges.<br><b>Infant:</b> No fee |
|                     | Economy Flexi                            | USD 80          | USD 150          | USD 100       | USD 200        |   |
|                     | Premium Economy (W) & Business Saver (D) | USD 80          | USD 150          | USD 100       | USD 200        |   |
|                     | Business Flexi (C/J/R)                   | USD 80          | USD 160          | USD 110       | USD 200        |   |
| <b>CANADA to BD</b> | Economy Saver                            | CAD 100         | CAD 200          | CAD 200       | CAD 300        |   |
|                     | Economy Flexi                            | CAD 100         | CAD 200          | CAD 200       | CAD 300        |   |
|                     | Premium Economy (W) & Business Saver (D) | CAD 100         | CAD 200          | CAD 200       | CAD 300        |   |
|                     | Business Flexi (C/J)                     | CAD 100         | CAD 200          | CAD 200       | CAD 300        |   |

Economy Super Saver RBDs - **S**  
Economy Saver RBDs- **V,E,M,K,B,H**  
Economy Flexi-RBDs- **L,N,A,Y**  
Premium Eco-RBD- **W**  
Business Saver- **D**  
Business Flexi - **C/J**

#### **Terms & Conditions:**

- Only ticket(s) issued through [www.biman-airlines.com](http://www.biman-airlines.com) will be processed for refund. Ticket(s) issued from Biman Sales Office, Call Center, travel agent, online travel portal – are advised to contact with concern Biman Sales Office, Call Center, travel agent, online travel portal authority for processing cancelation/ refund.
- Please mention all passenger name & Eticket No. in the **Refund Request Form** before you submit.
- Refunded amount will be reimbursed in same mode of payment, used for ticket issuance.
- For refund of declined transaction, please contact with your concern card issuing bank.
- In case of online refund request submission, time of email received by concern refund team will be treated as refund request submission time for processing/ calculating refund amount.
- For partial refund (unutilized coupon of return ticket), **one way market fare with applicable tax(s) & Refund charge** will be deducted as per fare rule.
- Ticket is no more valid for exchange/ refund/ travel after ticket validity period expires.
- Ticket(s) with sequence break (first coupon unutilized, second coupon used) is not valid for refund.
- For date change/ ticket exchange, please contact Biman Sales Counter or **Biman Call Center (inside Bangladesh only)**.

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