

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 Economy/ Economy Saver/ Flexi/ Business Saver/ Flexi	BDT 1000	BDT 1500	BDT 1500	BDT 2000	For Child fare 75% of applicable charges. Infant: 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	NO SHOW REFUND	
BANGLADESH to KATHMANDU TICKETED ON/AFTER 13JUL22	Economy Saver	USD 10	USD 20	USD 15	USD 35	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 10	USD 20	USD 20	USD 40	
	Premium Economy and Business Saver	USD 15	USD 20	USD 20	USD 40	
	Business Flexi (C/J)	USD 15	USD 30	USD 20	USD 50	
KATHMANDU to BANGLADESH TICKETED ON/AFTER 22DEC22	Economy Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Economy Flexi	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE	USD 35	USD 25	USD 60	

		USD 15				
	Business Flexi (C/J)	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	
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	
BANGLADESH to KOLKATA/DELHI TICKETED ON/AFTER 23MAY23	Economy Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 20	USD 15	USD 35	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 20	USD 20	USD 40	
	Premium Economy and Business Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 15	USD 20	USD 20	USD 40	
	Business Flexi (C/J)	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 20	USD 50	
KOLKATA/ DELHI to BANGLADESH TICKETED ON/AFTER 22DEC22	Economy Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Economy Flexi	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	
	Business Flexi (C/J)	(1ST CHANGE FREE) 2 ND SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	
BANGLADESH to SAUDI ARABIA (JEDDAH/DAMMA M/RIYADH/ MADINAH) TICKETED ON/AFTER 26JUL22	Economy Saver	USD 20	USD 55	USD 50	USD 105	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 20	USD 50	USD 50	USD 100	
	Premium Economy and Business Saver	USD 20	USD 50	USD 60	USD 110	
	Business Flexi (C/J)	USD 20	USD 50	USD 60	USD 110	

SAUDI ARABIA (JEDDAH/DAMMA M/RIYADH/ MADINAH) to BANGLADESH TICKETED ON/AFTER 26JUL22	Economy Saver	USD 25 (1ST CHANGE FREE)	USD 60	USD 65	USD 125	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 20 (1ST CHANGE FREE)	USD 50	USD 60	USD 110	
	Premium Economy & Business Saver	USD 20 (1ST CHANGE FREE)	USD 50	USD 65	USD 115	
	Business Flexi (C/J)	USD 20 (1ST CHANGE FREE)	USD 50	USD 65	USD 115	
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	
BANGLADESH to UNITED ARAB EMIRATES (DUBAI/ABU DHABI/ SHARJAH) TICKETED ON/AFTER 13JUL22	Economy Saver	USD 20	USD 100	USD 40	USD 140	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 15	USD 100	USD 40	USD 140	
	Premium Eco and Business Saver	USD 25	USD 100	USD 40	USD 140	
	Business Flexi (C/J)	USD 20	USD 100	USD 40	USD 140	
UNITED ARAB EMIRATES (DUBAI/ABU DHABI/ SHARJAH) to BANGLADESH TICKETED ON/AFTER 13JUL22	Economy Saver	USD 20	USD 80	USD 50	USD 130	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 15	USD 80	USD 50	USD 130	
	Premium Economy & Business Saver	USD 25	USD 80	USD 50	USD 130	
	Business Flexi (C/J)	USD 20	USD 100	USD 70	USD 170	
BANGLADESH to MUSCAT/ KUWAIT & DOHA TICKETED ON/AFTER 26JUL22	Economy Saver	USD 25	USD 55	USD 50	USD 105	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 20	USD 50	USD 50	USD 100	
	Premium Economy & Business Saver	USD 25	USD 55	USD 60	USD 115	
	Business Flexi (C/J)	USD 20	USD 60	USD 60	USD 120	
MUSCAT/KUWAIT & DOHA to BANGLADESH TICKETED ON/AFTER 26JUL22	Economy Saver	USD 25	USD 60	USD 65	USD 125	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 20	USD 50	USD 60	USD 110	
	Premium Economy & Business Saver	USD 20	USD 50	USD 65	USD 115	
	Business Flexi (C/J)	USD 20	USD 50	USD 65	USD 115	
BANGLADESH to SINGAPORE TICKETED ON/AFTER 05APR23	Economy Saver	USD 30	USD 50	USD 70	USD 120	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 30	USD 50	USD 70	USD 120	
	Premium Economy & Business Saver	USD 25	USD 50	USD 50	USD 100	
	Business Flexi (C/J)	USD 25	USD 50	USD 50	USD 100	
SINGAPORE to	Economy Saver	USD 30 (1ST CHANGE FREE)	USD 50	USD 50	USD 100	For Child Fare 75% of

BANGLADESH TICKETED ON/AFTER 05APR23	Economy Flexi	USD 30 (1ST CHANGE FREE)	USD 50	USD 70	USD 120	applicable charges. Infant: No fee
	Premium Economy & Business Saver	USD 25 (1ST CHANGE FREE)	USD 50	USD 50	USD 100	
	Business Flexi (C/J)	USD 25 (1ST CHANGE FREE)	USD 50	USD 70	USD 120	
BANGLADESH to BANGKOK	Economy Saver	USD 30	USD 50	USD 100	USD 150	For Child Fare 75% of applicable charges. Infant: 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	
BANGKOK to BANGLADESH	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	
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	
BANGLADESH to KUALA LUMPUR	Economy Saver	USD 30	USD 60	USD 90	USD 150	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 30	USD 60	USD 90	USD 150	
	Business Saver	USD 30	USD 60	USD 90	USD 150	
	Business Flexi (C/J)	USD 30	USD 70	USD 100	USD 170	
KUALA LUMPUR To BANGLADESH TICKETED ON/ AFTER 15DEC22	Economy Saver	USD 25 (1ST CHANGE FREE)	70	USD 50	USD 120	
	Economy Flexi	USD 25 (1ST CHANGE FREE)	70	USD 50	USD 120	
	Business Saver	USD 25 (1ST CHANGE FREE)	70	USD 50	USD 120	
	Business Flexi (C/J)	USD 25 (1ST CHANGE FREE)	80	USD 70	USD 150	

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	
BANGLADESH to UNITED KINGDOM (LONDON/ MANCHESTER)	Economy Super Saver	USD 100	USD 160	Non Refundable		For Child Fare 90% of applicable charges. Infant: 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	
	Economy Saver	GBP 80	GBP 120	GBP 150	GBP 200	

UNITED KINGDOM (LONDON/ MANCHESTER) to BANGLADESH	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

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	
BANGLADESH to CANADA	Economy Saver	USD 100	USD 200	USD 200	USD 300	For Child Fare 90% of applicable charges. Infant: No fee
	Economy Flexi	USD 100	USD 200	USD 200	USD 300	
	Premium Economy (W) & Business Saver (D)	USD 100	USD 200	USD 200	USD 300	
	Business Flexi (C/J/R)	USD 100	USD 200	USD 200	USD 300	
CANADA to BANGLADESH	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	

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	
BANGLADESH to CANTON (GUANGZHOU)	Economy Saver	USD 200	USD 300	USD 200	USD 500	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 200	USD 300	USD 200	USD 500	
	Business Saver (D)	USD 200	USD 300	USD 200	USD 500	
	Business Flexi (C/J/R)	USD 200	USD 300	USD 200	USD 500	
CANTON (GUANGZHOU) to BANGLADESH	Economy Saver	USD 40	USD 50	USD 100	USD 100	
	Economy Flexi	USD 40	USD 50	USD 100	USD 100	
	Business Saver (D)	USD 40	USD 50	USD 100	USD 100	
	Business Flexi (C/J)	USD 40	USD 50	USD 100	USD 100	

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:

1. Only ticket(s) issued through 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.
2. Please mention **all passenger(s) name & Eticket No.** in the **Refund Request Form** before you Submit.
3. Refunded amount will be reimbursed in same mode of payment, used for ticket issuance.
4. It takes approximately 04 (four) working weeks to process refund.
5. For refund of declined transaction, please contact with your concern card issuing bank.
6. 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.
7. 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.
8. Ticket is no more valid for exchange/ refund/ travel after ticket validity period expires.
9. If you wish to change travel date, do not submit refund request online.
10. Ticket(s) with sequence break (first coupon unutilized, second coupon used) is not valid for refund.
11. In case of missing flight or NO SHOW, ticket can be revalidated/ exchanged for further travel within ticket validity period after paying applicable date change fee(s)/ NO SHOW charge(s) at Biman Sales Counters & Call Center (inside Bangladesh ONLY).
12. For date change/ ticket exchange of online (www.biman-airlines.com) issued ticket, please retrieve reservation online with Booking Ref. & Last Name, select **EXCHANGE** option and continue.
13. For No Show & past dated ticket exchange – revalidation, please contact Biman Sales Counter or **Biman Call Center (inside Bangladesh ONLY).**