



**BG INTERNATIONAL TARIFF GENERAL RULES
APPLICABLE TO THE TRANSPORTATION OF
PASSENGERS AND BAGGAGE**

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PREFACE

The aim of this “BG International Tariff General Rules” manual is to comply with the standard rules and regulations of PSCTM (Passenger Standards Conference Tariffs Manual) of IATA in practice of BG fare construction principles, interline baggage acceptance rules, common currency application, mileage principles etc. It allows BG to have a standard application and a common understanding of the fare related definitions in line with the Resolutions of the Passenger Tariff Coordinating Conferences. It shall apply to the transportation of Passengers and Baggage between the points of Bangladesh and points of Area-1/2/3 where BG is marketing or validating carrier. The contents are written on the basis of existing rules and regulations of BG tariff manual and general pricing rules and policy what are being practiced in Biman since its inception.

The manual is divided into three parts, part one consists of definition of terminologies what are being used in this tariff manual and standard format of electronic rules that governs the fares, part two consists the rules provisions of fares of Biman international tariff, fare applications, fare validity, ticket validity, voluntary & involuntary changes, ancillary revenue policy, service provision for persons with disability, acceptance of checked and unchecked baggage etc. This document also includes three appendices to provide additional guidance material, namely: Appendix 1 –Medical form, Appendix 2-WCHR form, Appendix-3 STCR form.

The rules or provisions which are not accommodated in this manual shall be resolved as per ICAO and IATA’s standard provision and procedures.

BG has every right to revise or change or amendment or eliminates any rule or provision of rule or rules or deactivation of this international tariff book without prior notice.

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LIST OF ABBREVIATIONS

ASCII	American Standard Code for Information Interchange	CSP	IATA Credit Card Settlement Plan
API	Advance Passenger Information	COD	Cash on Delivery
APPR	Air Passengers Protection Regulations	CTCM	Contact mobile
ACH	Airline Clearing House	DOC	Direct Operating Cost
AOG	Aircraft on Ground	DOT	Department of Transportation
ACM	Agency Credit Memos	DISH	Data Interchange Specifications Handbook
ADM	Agency Debit Memos	DPCs	IATA Data Processing Centers (receiving RET/TI files and sending HOT/CSI files)
AVS	Availability status message	DCS	Departure Control System
ACARS	Aircraft Communications Addressing and Reporting System.	EBC	Excess Baggage Charge
AHM	Airport Handling Manual	ETA	Estimated Time of Arrival
ARC	Airlines Reporting Corporation	EMD	Electronic Miscellaneous document
AEA	Association of European Airlines	ET	Electronic Ticket
AIDX	Aviation Information Data Exchange	EE	Electronic to electronic exchange
ATPCo	Air Tariff Publishing Company	ETDB	Electronic ticket data base
AIRIMP	The A4A/IATA Reservations Interline Message Procedures	FBR	Fare By Rule
APEX	Advance Purchase Excursion Fares	FC	Fare Component
ARNK	Arrival unknown	FBA	Free Baggage Allowance
BBML	Baby Meal	FIM	Flight Interrupt Manifest
BSCT	Bassinet/carry cot/Baby basket	EDB	Electronic ticket Database
BTIC	Baggage Tag Issuer Code	FOID	Form of identification
BSP	Billing and Settlement Plan	FOP	Form of Payment
BSR	Bank Selling Rate	FFP	Frequent Flyer Program
CAAB	Civil Aviation Authority Bangladesh	FQTV	Frequent Traveller
		GSA	General Sales Agent
CRS	Computer Reservation System	GDS	Global Distribution System
CASK	Cost per Available Seat Kilometer	GIT	Group Inclusive Tour
CUTE	Common Use Terminal Equipment	HIP	Higher Intermediate Point
CTA	Canadian Transportation Agency	HOT	Hand off transmission and accounting data file from the BSP

LIST OF ABBREVIATIONS

FCP	Fare construction point	PAT	Passenger Air Tariff
IT	Inclusive Tour	PSA	Passengers Sales Agent
IET	Interline Electronic Ticketing Agreements	PADIS	Passenger and Airport Data Interchange Standards
INAD	Inadmissible passenger	PSPT	Japan's Civil Aviation Bureau
PNR	Passenger Name Record	PSPT	Passport
IATA	International Air Transport Association	PTCRM	Passenger Tariff Coordinating Conferences Resolutions Manual
ICAO	International Civil Aviation Organization	PCTC	Passenger emergency contact information
IROE	IATA rate of exchange	PMP	Passenger Manual Proration
ICH	IATA Clearing House	PPT	Passport
ISS	IATA Settlement Systems	PCC	Pseudo city code
I/O	Inbound or Outbound	PDT	Pacific Daylight Time
ID/AD	Industrial discount /Agent discount	POS	Point of Sale
LF	Load Factor	PSS	passenger Service System
LCC	Low Cost Carrier	PSC	Passenger Service Conference
LFR	Lowest Fare Routing	PMP	Prorate Manual Passenger
MCT	Minimum Connecting Time	PU	Pricing Unit
MPM	Maximum Permitted Mileage	PETC	Pet in Cabin
MCO	Miscellaneous charges order	RATD	Revenue Accounting Tax Database
MSC	Most Significant Carrier	RBD	Reservation Booking Designator
MSCN	Misconnect	RET	Agent Reporting Data
MITA	IATA Multilateral Interline Traffic Agreements	RASM	Revenue per available seat mile
NDC	New Distribution Capability	RC	Receive Control
NEGO	Negotiated	RMS	Revenue Management System
NSSW	No smoking window seat	RM	Relationship Marketing
NOJ	Normal fare open jaw	RTM	Revenue ton-miles
NTBA	Name to Be Advised	RPM	Revenue Passenger Miles
NVA	Not Valid After	ROE	Rate of Exchange
NUC	Neutral Unit of Construction	RT	Return journey
OSI	Optional service information	RLR	Record locator request
PUC	Pricing Unit Concept	RLOC	Record locator

LIST OF ABBREVIATIONS

RFIC	Reason for issuance Code		
RFID	Radio Frequency Identification	RPK	Revenue Passenger Kilometer
SAC	Settlement authorization code	TCN	Transmission control number
SAARC	South Asian Association for Regional Cooperation	TKNM	Manually entered ticket number
SEMN	Ship's Crew-Seaman	TKNE	Ticket number for electronic ticket
SEA	South East Asia Subarea	TKTD	Ticketed
SITI	Situated In Ticketed In	TSI	Travel Segment Indicator
SC	Send Control		
SCF	Senior Citizen Female	TMOV	Transit or transfer without visa
SCM	Senior Citizen Male	TKTL	Ticketing time limit
SSM	Standard Schedule Message	TOC	Total operating Cost
SPA	Special Prorate Agreement	TC1	Traffic Area-1
SSR	Special Service Requirement	TPM	Ticketed Point Mileage
SRP	Straight Rate Proration	UNK	Unknown
STVR	Stopover	ULD	Unit Load Device
STPC	Stopover paid by carrier /layover at carrier cost	UM	Unaccompanied minor
SOJ	Single Open Jaw	UNMR	Unaccompanied minor
SOTO	Situated Out, Ticketed Out	UTC	Universal Time Coordinated
STCR	Stretcher Passenger	VC	Validation Carrier
		WCHR	Wheel Chair for Ramp
TFC	Taxes, fees and facilities charges	WCHC	Wheel Chair-C for cabin Seat
TTBS	Ticket Tax Box Service, IATA		
TCN	Transaction Control number	XBAG	Excess Baggage
TTL	Ticketing Time Limit	XTN	Extension
		XML	Xtensible Markup Language
		ZED	Zonal Employee Discount

FAQs

01. What does sequence break mean?

Ans- Sequence break means intention of passengers to travel without sequence or order of coupons of holding ticket, e.g. passenger desires to use 2nd coupon before 1st coupon of ticket

02. What is the fare validity of ticket?

Ans-Ticket's fare validity is measured accordingly the fare basis of the ticket or fare paid by passengers and measures from the commencement of journey

03. What does ticket validity mean?

Ans- Every ticket bears 01 year validity but it is limited by fare is paid by passenger.

04. What does commencement of journey mean?

Ans-Commencement of journey means the date on which the passenger begins his/her outbound journey. Commencement of journey is used to calculate ticket's validity.

05. What is Outbound journey?

Ans-Outbound means the direction of outward from a beginning point of an itinerary

06. What is Inbound journey?

Ans-Inbound journey means the direction of inward of journey from a turnaround point.

07. What does Fare origin mean?

Ans: Fare origin indicates the point of the outbound of an itinerary. Date change fee and refund charge varies with fare of origin of a ticketed itinerary.

08. What is Historical fare?

Ans-Fares and applicable rule information valid for sale at the time of the original ticketing and travel date. Re-price the itinerary using fares and applicable rule information that was valid at the time the ticket was originally purchased.

09. What is Current fare?

Ans:-The Fare and applicable rule information valid for sale at the time of reissue/re-price or refund. Current fares are not mutually exclusive with historical fares. Same fares and rules may or may not possibly still be in effect.

10. What does Original Ticket mean?

Ans:-The first ticketed itinerary. If reissues have already occurred, the latest reissued ticket is the "original ticket".

11. What does -3M or -6M suffix mean in fare basis?

Ans—3M suffix means maximum stay is 3 months.

12. What is AAPR?

Ans-The Canadian Transportation Agency (CTA) developed AAPR (Air passenger protection regulations) to comply provisions of the Canada Transportation Act, the CTA develops air passenger protection regulations setting out airlines' obligations with respect to communication with passengers, flight delays and cancellations, denied boarding, tarmac delays, lost or damaged baggage, and the transportation of musical instruments etc. The law entitles passengers to minimum level of compensation.

RULE 1.0 DEFINITION

“Add-on-fare”: see "arbitrary"

“Adult” means a person who has reached his/her 12th birthday as of the date of commencement of travel.

“Africa” means the area comprised of all the countries on the continent of Africa, other than Algeria, Morocco, Sudan, Tunisia, and Egypt, but including the following islands: Cape Verde, Comoro, Fernando Poo, Malagasy, Mauritius, Réunion, Sao Tome and Seychelles.

“Animals” in addition to the usual connotation of domestic pets, include reptiles, birds, poultry and fish.

“Applicable Adult Fare” means the fare which would be applicable to an adult for the transportation to be used except those special fares which be applicable due to the adults' status.

“Arbitrary” means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "Proportional Fare", "Basing Fare", and "Add-on-fare"

“Area no. 1” means all of the North and South American continents and the islands adjacent thereto; Greenland, Bermuda, the West Indies and the islands of the Caribbean Sea, the Hawaiian Islands (including Midway and Palmyra).

“Area No. 2” means all of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland, the Azores, all of Africa and the islands adjacent thereto; Ascension Island; that part of Asia lying west of and including Iran.

“Area No. 3” means all of Asia and the islands adjacent thereto except that portion included in Area No. 2; all of the East Indies, Australia, New Zealand, and the islands adjacent thereto; the islands of the Pacific Ocean except those included in Area No. 1; Russian Federation east of the Urals.

“Australasia” means Australia, New Caledonia, New Zealand; New Hebrides, Fiji, Samoa, Cook Islands, Tahiti and the islands adjacent thereto.

“Biman” means Biman Bangladesh Airlines Ltd.

“BG” means Biman Bangladesh Airlines Ltd.

“Baggage”, which is equivalent to luggage, means, such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in

Biman International Tariff

connection with his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

“Baggage Check” means those portions of the ticket which provide for the carriage of passenger's checked baggage and which are issued by carrier as a receipt for passenger's checked baggage.

“Baggage Tag” means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

“Blackout” specific dates when the special fares do not apply to allow to travel due to high demand.

“Caribbean Area” means the area comprising:

- a) Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Leeward Islands, Martinique, Montserrat, Netherlands Antilles, Nevis, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad, Tobago, Turks and Caicos Islands, West Indies and Windward Islands.
- b) (applicable between Canada and Puerto Rico/Virgin Islands) Antigua, Bahama Islands, Barbados, Bermuda, Cayman Islands, Dominica, Dominican republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Netherlands Antilles, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad/Tobago.

“Carriage”, which is equivalent to transportation, means carriage of passengers and/or baggage by air, gratuitously or for hire.

“Carrier” means the air carrier issuing the ticket the participating carrier, or any air carrier that carries or undertakes to carry the passenger and/or his baggage there under or performs or undertakes to perform any other services related to such air carriage.

“Central Africa” means the area comprising Malawi, Zambia and Zimbabwe.

“Central America” means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama.

“Child” means a person who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of travel.

“Circle Trip” means any trip, the ultimate destination of which is the point of origin, but which includes a stop at a minimum, one other point, And which is not made via the same routing in both directions.

“Conjunction Ticket” means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

“Continental U.S.A.” or “Continental United States” each means the District of Columbia and all states of the United States other than Alaska and Hawaii.

“Convention” means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, October 12, 1929, or that convention as amended by the Hague Protocol, 1955, or the Montreal Convention whichever may be applicable to carriage hereunder.

“Country of Commencement of Transportation” means the country from which travel on the first international sector takes place.

“Country of Payment” means the country where payment is made by the purchaser to the airline or its agent; payment by cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

“Date of Transaction” means the date of issuance of the ticket, MCO or PTA.

“Days” means full calendar days, including Sundays and legal holidays; provided that for the purposes of notification the balance of the day upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

“Direct Route” means the shortest all year route operated by a carrier in both directions between ticketed points at which it exercises traffic rights.

“Open Jaw Double” means travel which is essentially of a round trip nature except that the outward point of arrival and the inward point of departure and the outward point of departure and the inward point of arrival are not the same.

“East Africa” means the area comprising Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, Tanzania and Uganda.

“End-on Combination” means a combination of two or more fares which could be ticketed separately at a fare construction point (not applicable to combination of fares between the same points).

“Excursion Fares” a fare for travel which is less expensive than the regular fare and which usually depends on special conditions, such as shorter of fare validity round trip travels, payment in advance, or restrictions on duration of stay.



“Europe” means the area comprised of Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation (west of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey in Europe and Asia, Ukraine, and United Kingdom.

“EC member” states Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, United Kingdom.

“Fare Component” means a portion of an itinerary between two consecutive fare construction points - If the journey has only one fare component, the point of origin and the point of destination of the journey are treated as fare construction points.

“Fare Construction” point means the terminal points of a fare component (these are also termed fare break points).

“Flight Coupon” means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

“Flight Pass” - a prepaid package of flight credits to be used during a specific time period on flights operated by certain carriers.

“Gateway” means the passenger's first point of arrival or last point of departure in areas no. 1, 2 or 3.

“Guardian” means a legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

“Half Round Trip Fare” means half of a specified or constructed round trip normal or special fare. In the absence of a specified or constructed round trip normal fare, the one way normal fare is considered to be a half round trip normal fare. If a specified or constructed one way special fare may be doubled to establish a round trip special fare, the one way special fare is considered to be a half round trip special fare.

“Iberian Peninsula” means the area comprised of Gibraltar, Portugal (including Azores and Madeira) and Spain (including Balearic and Canary Islands).

“Immediate Family” means spouse, parents and grandparents, children and grandchildren, brothers and sisters, mother in law and father in law, brothers in law and sisters in law, daughters in law and sons in law. Adopted and step members are included in immediate family.



“Indirect Route” means any scheduled continuous air route other than a direct route.

“Infant” means a person who has not reached his/her second birthday as of the date of commencement of travel.

“Interline Transportation” means transportation on the services of more than one carrier.

“International Carriage” means (except when the convention is applicable) carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship the convention means any carriage in which, according to the thereof. International carriage as defined by contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two high contracting parties to the convention or within the territory of a single high contracting party to the convention, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another power even though that power is not a party to the convention.

“International Transportation” means any transportation or other services, furnished by any carrier, which are included within the scope of the term “International Transportation” as used in the convention for the unification of certain rules relating to international transportation by air signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder and to which the said convention applies. For the purpose of determining the applicability of the term "international transportation"

Agreed Stopping Place-All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedules or time tables of such carriers shall constitute "agreed stopping places;" but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character; a

Single Operation- Transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation;

“Journey” means all travel between the “Origin” to Destination of an entire ticket.

“Local Currency Fares” means fares and related charges expressed in the currency of the country of commencement of travel, as defined in RULE 145 - CURRENCY APPLICATIONS (a).

“Maximum Outside Linear Dimensions” means the sum of the greatest outside length plus the greatest outside depth plus the greatest outside height.

“Marketing Carrier” means the Airline whose Airline designator is recorded as transporting carrier on flight/value coupons. With a codeshare flight, the marketing carrier is the partner airline that sells seats on the operating carrier's flights and the operating carrier is the airline that flies the plane.

“Micronesia” means the area comprised of Guam, Johnston Island, Marshall Islands, Caroline Islands, Palau Island and Mariana Islands.

“Middle East” means the area comprised of Aden, Bahrain, Cyprus., Egypt, Islamic Republic of Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Muscat and Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, Trucial, United Arab Emirates and Republic of Yemen.

“Miscellaneous. Charges Order (MCO)” means a document issued by a carrier or its agents requesting issue of and appropriate passenger ticket and baggage check or provision of services to the person named in such document.

“Month(s)” means a period of time from a given date in one month to the corresponding date in a subsequent month(s), e.g.

1 Month: January 1 to February 1

2 Months: January 15 to March 15

Exception 1: When the corresponding date does not exist in a shorter subsequent month the month(s) shall mean 30 days from a given date. For example if the given date is **January 31** then one month shall be calculated adding just 30 days as February is a subsequent shorter month.

“Normal fare” means a fare established for first, intermediate or economy class service and any other fares denominated and published as a normal fare.

“North Central Pacific” means all routes between points in Canada/U.S.A. on the one hand and points in Area No. 3 except points in the Southwest Pacific, on the other hand via the Pacific Ocean.

“North America” means the area comprising Alaska, Canada, Continental U.S.A. and Mexico.

“Neutral Unit of Constructions (NUC)” means the unit value equivalent of local currency fares, add-ons and related charges derived by converting same using the IATA rate of exchange.

“One Way Sub journey” part of a journey whenever travel from one country does not return to such country and to which the fare is assessed as a single pricing unit using a one way fare.

“Online Transfer Point” means any point at which the passenger transfers from one service of a carrier to another service of the same carrier (bearing a different flight number).

“Open Jaw Trip” means:

- a) (not applicable between Canada and Puerto Rico/Virgin Islands) travel which is of a round trip nature but the outward point of departure and inward point of arrival and/or outward point of arrival and inward point of departure of which are not the same.
- b) Open Jaw trip means any trip which is essentially of a round trip or circle trip nature but the outward point of departure and the inward point of arrival or the outward point of arrival and inward point of departure of which are not the same.

“Origin” means the initial starting place of the journey as shown on the ticket.

“Other Charges” means charges such as taxes, fees, etc. not to be shown in the fare construction box of the ticket excluding excess baggage charges.

“Passenger” means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

“Passenger Coupon” means that portion of the passenger ticket constituting the passenger's written evidence of the contract of carriage.

“Passenger Ticket” means those portions of the ticket issued by the carrier that provide for the carriage of the passenger.

“PEX fares” round trip fares whereby reservations and ticketing must be completed at the same time. Tickets must show reservations for the entire journey. Point of turnaround the farthest geographical fare break (between two fare components) from the pricing unit origin.

“Preferred Seat” means seats having more legroom or more knee space than normally offered such as bulkhead and exit seats. The available seat numbers and type vary depending on aircraft type.

“Prepaid Ticket Advice (PTA)” means the notification between offices of a carrier by teletype, commercial wire or mail that a person in one city has purchased and requested issuance of prepaid transportation to a person in another city.

“Pricing unit” a journey or part of a journey which is priced as a separate entity, i.e. it is capable of being ticketed separately.

“Proportional Fare”: see "arbitrary"

“Rebooking” means change of reservation or other changes which do not require ticket reissuance.

“Related charges” such as cancellation penalties, non-refundable amounts, rebooking and rerouting charges, stopover charges, weekend surcharges etc. and excess baggage charges.

“Rerouting” change of routing or other changes which require ticket reissuance.

“Resident” means a person normally living in a country; provided that a more restricted definition may form part of an agreement reached locally.

“Return sub journey” part of a journey wherein travel is from a point/country and return thereto and for which the fare is assessed as a single pricing unit using half round trip fares - round trip, circle trip, normal fare open jaw; also applicable to special fare open jaw returning to the same or another country.

“Round-the-world (RTW)” means travel from the point of origin and return thereto which involves only one crossing of the Atlantic and only one crossing of the Pacific Ocean.

“Round trip” travel entirely by air from a point to another point and return to the original point comprising two half round trip fare components only, for which the applicable normal half round trip fare for each component, measured from the point of unit origin, is the same for the routing travelled; provided that this definition shall not apply to round the world travel if the fares to be used differ through class of service/seasonality/midweek/carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the pricing unit is a round trip.

“Routing” means the carrier(s) and/or the cities and/or class of service and/or type of aircraft (jet or propeller) via which transportation is provided between two points.

“Scandinavia” means the area comprising Denmark, Norway and Sweden.

“School Year” means a period of 12 consecutive months less whatever interruptions for vacations are normally granted by the education establishment at which the student is enrolled; provided that where the official scholastic year is less than 12 months, "school year" shall mean not less than 6 months period less whatever interruptions for vacations are normally granted at the educational establishment at which the student is enrolled.

“Special Drawing Right” means a special unit of currency, the currency values of which fluctuate and are recalculated each banking day. These values are known to most commercial banks and

are reported in some newspapers and in the IMF survey, published weekly by the International Monetary Fund, Washington, D.C. 20431.

“Side Trip” means a journey from and/or to an en-route point of a fare component.

“Side Trip Combination” means the combination of a fare which could be ticketed separately from and/or to an en-route point of a fare component.

“Single Open Jaw Trip” means travel that is essentially of a round trip nature, except that the outward point of arrival and inward point of departure are not the same or the outward point of departure and inward point of arrival are not the same.

“South America” means the area comprising Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay and Venezuela.

“South Asia Subcontinent” means the area comprised of Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan and Sri Lanka.

“South East Asia” means Brunei, Darussalam, Cambodia, China, Guam, Hong Kong, Indonesia, Kazakhstan, Kyrgyzstan, Laos, People's Democratic Republic of, Malaysia, Mongolia, Myanmar, Philippines, Singapore, Taiwan, Province of, Tajikistan, Thailand, Turkmenistan, Russian Federation (East of Urals), Uzbekistan and Vietnam.

“South Pacific” means the area comprising of all routes between points in the U.S.A./Canada on the one hand and points in the Southwest Pacific on the other hand via the Pacific Ocean.

“Southern Africa” means points within Africa comprised of Botswana, Lesotho, Mozambique, Namibia, South Africa and Swaziland.

“Southwest Pacific” means that area comprised of American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Gilbert and Ellice Islands, Loyalty Islands, New Caledonia, New Hebrides, New Zealand, Papua New Guinea, Samoa, Society Islands, Solomon Islands, Tonga and intermediate islands.

“Special Fare” means a fare other than a normal fare.

“Stopover” when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.

“Through Fare” means a fare applicable for travel between two consecutive fare construction points via an intermediate point(s).



“Ticket” means the "Passenger Ticket and Baggage Check," including all flight, passenger and other coupons therein, issued by carrier, which provide for the carriage of the passenger and his baggage.

“Ticketed Point” means points shown in the 'good for passage' section of the passenger ticket plus any other point(s) used for fare construction and shown in the fare construction box of the passenger ticket; provided that two flight numbers of two carriers such as for an interchange flight will not be permitted on one flight coupon.

“Transatlantic Sector” means that portion of travel covered by a single flight coupon from the point of departure in Area No. 1 to the point of arrival in Area No. 2 and vice versa.

“Transfer” means a change from the flight on one carrier to the flight of another carrier; or a change from the flight of a carrier to another flight of the same carrier bearing the same flight number; or a change from the flight of a carrier to another flight (that is) of service bearing a different flight number of the same carrier, irrespective of whether or not a change of aircraft occurs.

“Transfer Point” means any point at which the passenger transfers from the services of one carrier to another service of the same carrier (bearing a different flight number) or to the service of another carrier.

“Transit Point” means any stop at an intermediate point on the route to be travelled (whether or not a change of planes is made) which does not fall within the definition of a stopover.

“Transpacific Sector” means the portion of travel covered by a single flight coupon from the point of departure in Area No. 1 to the point of arrival in Area No. 3 and vice versa.

“Trust Territory” means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

“Unchecked Baggage”, which is equivalent to hand luggage, means baggage other than checked baggage.

“United Kingdom” or **“U.K.”** means England, Scotland, Wales and Northern Ireland. **“Unit Origin”** the initial starting point of a pricing unit.

“Unit Destination” the ultimate stopping place of a pricing unit.

“United States of America” or the "United States" or the "U.S.A." each means, unless otherwise specified, the area comprising the 48 contiguous federated states; the federal District of Columbia; Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands; American Samoa; the Canal Zone; Guam; Midway and Wake Islands.



“**United States Department of Defense**” means the U.S. Departments of the Army, Navy, and Air Force and the U.S. Marine Corps.

“**Validate**” means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by carrier.

“**Validating Carrier**” is the airline that validates or issues tickets, and the one that receives the money when the flights are booked in the context of multi-leg flights. It's common for a **marketing carrier** and a **validating carrier** to be the same airline, but it could be different if the business model allows it.

“**West Africa**” the term West Africa shall be deemed to apply to:

Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Cote d'Ivoire, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone, Togo and Zaire.

“**Westbound**” means travel from a point in Area No. 2 or 3 to a point in Area No. 1 via the Atlantic Ocean or travel from a point in Area No. 1 to a point in Area No. 2 or 3 via the Pacific Ocean.

“**Western Hemisphere**” means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, the islands of the Caribbean Sea, St. Pierre and Miquelon.

RULE 2.0: STANDARD FORMAT OF ELECTRONIC RULES

CAT 1 - Eligibility, Fare component

Category 1 is used to define the identification requirement and age range for a particular passenger type, if such conditions exist. This will be supplemental information that further defines the passenger type assigned in Fare Class Application.

Assumption: If not present in the fare rule, there are no specific eligibility requirements.

CAT 2 - Day/time application, Fare component

Category 2 defines the days and/or times when travel is permitted. The day/time provision is assumed to apply to each Trip Origin (i.e., each Fare Component Origin), scheduled to depart during the specified time period.

Assumption: If not present in the fare rule, then travel is permitted at any time on any day of the week.

CAT 3 - Seasonality, Price-able unit/journey.

Category 3 is used to specify Seasonal and Promotional date restrictions. The Seasonality provision applies to the scheduled departure from the Price-able Unit origin.

Assumption: If not present, then the fare is valid for the entire year.

CAT 4- Flight Application, Fare component.

Category 4 - Flight Application indicates a fare is only valid on specified flight numbers, via certain locale points, or on certain flight service/equipment types.

Assumption: If not present in the fare rule, there are no flight restrictions unless specified in the transfer provision or routing map.

CAT 5 - Advance Purchase, Price-able unit/journey.

This category is used to identify Advance Reservation and Advance Purchase/Ticketing requirements that must be met to be eligible for the fare. It will indicate which sectors of travel, if any, must be confirmed prior to ticketing.

Assumption: If not present in the fare rule, there are no Advance Reservation or Advance Purchase/Ticketing requirements.

CAT 6 - Minimum Stay, Pricing Unit

Category 6 specifies the first time return travel may commence. Two TSIs- Travel Segment Indicators are required to define the points to be used in calculating Minimum Stay. The first

defines the point from which return travel may commence while the second defines the point

from which the Minimum Stay period is counted.

When fares are combined to form a single Price-able Unit, the minimum stay conditions of both fares must be met.

Assumption: If this category is not present or there are no provisions applicable to a given fare, there is no Minimum Stay restriction.

CAT 7 - Maximum Stay – Price-able Unit.

This category indicates the last time at which return travel may commence or may be completed. The category will always be entered to specify whether travel commencement or travel completion time is expressed. The assumption is made that departure from origin refers to the first day after departure; in other words, the day of departure should not be counted in calculating elapsed time for Minimum and Maximum Stay.

When fares are combined to form a single Price-able Unit, the maximum stay provision on both fares must be met.

Assumption: If this category is not present or there are no provisions applicable to a given fare, there is no Maximum Stay restriction.

CAT 8 - Stopovers, Fare Component/Price-able Unit.

Category 8 defines the number, locations and charges of allowable stopovers within a fare component.

Stopover provisions are processed on a Fare Component basis.

For One Way fares: Stopover provisions are processed on a Price-able Unit basis

For Round Trip fares: Stopover provisions are processed on a Price-able Unit basis

Assumption: The assumption for this category is that stopovers are not permitted unless this category is present and that when a stopover is allowed it is assumed that:

- 1) They are permitted free of charge along the carrier's routing,
- 2) That stopovers are permitted free of charge at the point of turnaround,
- 3) That an interruption of travel for more than 4 hours for US/CA and Trans-border US/CA and 24 hours for all other areas constitutes a stopover.

CAT 9 - Transfers, Price-able Unit or fare component.

This category defines the conditions or restrictions under which transfers may occur. The conditions may include the number allowed, the type of transfer, the locales where the transfer may occur, the applicable carriers and any charges associated to the transfers.

Application of transfers for fare component or pricing unit depends on data codes in the MAX field, If the MAX field contains a 'blank' value, validate all transfers data against the fare component being validated. If the MAX field contains a value other than 'blank' validate all

transfers data against the entire pricing unit.

Assumption: When this category is not present, or when the category provision is not applicable to the fare in question, unlimited transfers without restrictions are allowed.

CAT 10 - Combinability, Price-able Unit.

Combinability is the process of using multiple fares, or portions of multiple fares, to arrive at a complete fare to be charged to the passenger.

101 - Open Jaw

102 - 2 Component CT/RT

103 - More than 2 components CT

104 - End on End

105 - Add on Fare Construction

106 - Carrier combination

107 - Tariff/Rule Combinations

108 - One-Way and Round-Trip Fare Class/Type Combinations

109 - Open Jaw sets

Assumption: Open Jaws/Round Trips/Circle Trips and End-on-End combinations are not permitted.

CAT 11 - Blackout Dates, Fare Component

Category 11 is used to define single dates or date ranges when travel is not permitted. Ordinarily, the date will include the year. However, if the same blackouts apply each year, the year will not be entered. The blackout dates are applied to the departure of each flight within the fare component.

Assumption: When this category is not present, or when the category provision is not applicable to the fare in question, then the fare is valid on all days unless otherwise restricted by Category - 2 - Day/Time Application, Category 3 –Seasonality.

CAT 12 - Surcharges, Fare Component

This category defines the conditions when surcharges are applicable and the corresponding charge. This category will only be present in a rule when a surcharge applies and will always include an amount in the charge field.

Assumption: If this Category is not present or there are no provisions applicable to the fare, then conditions do not exist that would cause a Surcharge amount to be applied to the fare.

A Surcharge amount will be applied to each Fare Component unless otherwise indicated. A surcharge may be applied per “ONE WAY”, “PER ROUND TRIP”, “PER CONNECTION”, “PER DIRECTION”, “PER TICKET”, “PER COUPON”

CAT 13 - Accompanied Travel, Fare Component

This category is used as a component of a rule when travel with one or more other passengers is necessary to qualify for the fare. It may be used to define travel restrictions based on the portion(s) of a trip where travel together is required and/or fare class/booking codes of accompanying passengers.

Assumption: When this category is not present, or when the category provision is not applicable to the fare in question, then there are no Accompanying Travel Requirements.

CAT 14 - Travel Restrictions, Fare Component /Price-able Unit.

This category is used when travel dates are specifically stated in a rule. It contains travel commencement, expiration and completion dates. It also indicates whether travel completion must commence or be completed by a specific date/time.

Assumption: If this category is not present or there are no provisions applicable to the given fare, then travel is not restricted.

CAT 15 - Sales Restrictions, Price-able Unit/Journey.

This category is used to define a fare that is available for sale subject to restrictions based on date, point of sale or similar conditions. It is not used to restrict the sale of the fare based on passenger type, group requirements, tour package costs, etc. The date restrictions included in this category are coded only when so stated in the tariff.

Assumption: Public tariffs: The absence of this category, or the absence of a provision applicable to the fare in question, allows the fare to be ticketed immediately and without regard to where or by whom.

Private data: The absence of Category 15, or the absence of a Category 15 provision applicable to the fare in question, indicates that the sale of this fare is not permitted unless Category 35 provisions exist. Note: Security provisions must exist in either Cat 15 or 35 to use the fare.

CAT 16 - Penalties, Fare Component

This category is used to determine if penalties are applicable for this fare and what charges will be assessed. For the purposes of this category, it is assumed that tickets are refundable and no carrier fee is required unless otherwise stated.

Assumption: The absence of the category indicates that restrictions do not apply. Penalty provisions are applied on a Fare Component basis unless otherwise indicated.

CAT 17 - Higher Intermediate Point (HIPS), Fare Component

It is assumed that the Higher Intermediate Point Rule applies. This category is used to negate that assumption when stopovers or connections are made at specified geographic locations. It is also used to indicate when travel via a Higher Intermediate Point (HIP) is prohibited. When this category is not present, the Higher Intermediate Point Rule applies.

Assumption: This category is not automatically processed; it allows carriers to indicate in free flow text any carrier Fare Construction Rules. This category is used to express exceptions to these principles, which are at the fare rule level.

CAT 18 - Ticket Endorsements

This category is used to indicate ticket endorsement requirements as specified in a rule. It contains the text to be used and the ticket location required for the endorsement.

Assumption: When this category doesn't exist, endorsements are not required.

CAT 19 – 22 - Discounts, Fare Component.

This category is used to provide either a specific fare amount or the information for calculating a fare as defined in a rule. It is also used to specify accompanying travel requirements, age range, the number of passengers that can qualify for the discount and ticketing provisions for the calculated fare.

Assumption: If this category is not present or there are no provisions applicable to the given fare, either in the fare rule or general rule, then a child or infant's discount is not permitted.

(Categories 20&21 not processed)

Category 21 for sales agents, and Category 22 for all other types of discounts. If these categories are not present or there are no provisions applicable to the given fare, then a discount for that type of passenger does not apply to the fare.

CAT 23 - Miscellaneous Provisions, Fare Component

Specifies whether fares should or should not be used in construction, proration, and differential

Assumption: In the absence of data in byte 10 (differential calculation) the assumption is that the fare may be used in establishing a differential and may also be used as the base fare of a fare component involving a differential.

CAT 25 - Fare By Rule, Fare Component.

The presence of a Category 25 identifies a Fare By Rule Application. This application can create specified fares or calculated fares based on other fares. The fares created can be for a specific market, or by country, or area, or user created zones.

Fare by Rule features:

- Used to dynamically create public or private/negotiated fares
- Discounts off public or private fares, or create flat rate fares
- Rules can be applied from the FBR tariff or apply rules from the base fare
- Can be secured with Category 15 or 35

Assumption: The absence of Category 25 means there's no Fare by Rule application.

CAT 26 – Groups

Category 26 is not used for pricing but will display rules text. Groups is used to define the requirements to qualify for a Group fare.

Assumption: The absence of Category 26 means no group provisions exist.

CAT 27 - Tour, Fare Component

Category 27 is used to specify tour requirements for a fare. Only the Tour Number is validated and prints in the Tour Box of the ticket when existing.

Assumption: The absence of Category 27 means there is no tour requirements.

CAT 28 - Visit Another Country.

Category 28 provides the requirements to qualify for a Visit Another Country fare. It is not used for pricing but rules text will be displayed when existing.

Assumption: Absence of Category 28 means the fare is not a Visit Another Country fare.

CAT 29 – Deposits

Category 29 indicates if there are deposit requirements to qualify for a fare. It is not used for pricing but rules text will be displayed when existing.

Assumption: Absence of Category 29 means there are no deposit requirements.

CAT 31 - Voluntary Changes

Category 31 – process the reissue transactions programmatically, ensuring that the proper additional collection/refund amount is calculated. Category 31 includes data elements to support: Guaranteed Air Fare Principle, Reissue & Refund handling procedures, permitted changes to the itinerary, and the method allowed to be used when re-pricing the itinerary.

The key element that determines 'how' the fare is to be re-priced is the fares that may be used when re-pricing. The following are the different types of fares that may be used during the re-price process.

Keeping Fares: Re-price the itinerary using the same fare and rule information as previously ticketed.

Current Fares: Re-price the itinerary using fares and applicable rule information valid for sale at the time of the reissue (or refund).

Historical Fares: Re-price the itinerary using fares and applicable rule information that was valid at the time the ticket was originally purchased.

Category 31 is used in addition to Category 16.

Assumption: The absence of Category 31 indicates that automated reissues are not permitted and the voluntary change must be processed manually.

For carriers that do not elect to supply the information necessary to enable the automation of reissue transactions, an instruction for Category 31 will not be necessary. For carriers that do elect to supply the information necessary to enable the automation of reissue transactions, a Category 31 instruction is necessary.

CAT 35 - Negotiated/Net Fares, Fare Component

Category 35 is a subset of private fares but contains multiple fare levels such as the Net amount remitted to the carrier, the Selling Fare, or the Gross/ticketed fare level. The category contains security, authority, fare creation information and ticketing information including commission. When Category 35 exists and Category 15, security in Category 35 prevails.

Assumption: Absence of Category 35 means the fare is not a Negotiated/Net fare.

CAT 50 - Rule Title/Application Assumption, Fare Component

Category 50 contains the Rule Title, Geographic Application, Type of Journeys, and other conditions. This category exists for every rule and is used for rules text purposes only.

RULE 5.0: APPLICATION OF TARIFF

5.1 General

- 5.1.1. This tariff shall apply to carriage of passengers and baggage and to all services incidental thereto:
- a. Performed and marketed (carrying a Biman flight number) by Biman, including when flights are operated in conjunction with other participating carriers under joint fares, rates and charges contained in tariffs which make specific reference to this tariff for governing rules, regulations and conditions of carriage, and
 - b. For carriage on flights marketed by Biman but operated by another carrier, unless otherwise stated in this tariff.
- 5.2.2. International transportation shall be subject to the rules relating to liability established by, and to all other provisions of the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or the Convention for the Unification of Certain Rules International Carriage by Air, (Montreal Convention of 1999) or such convention as amended, whichever may be applicable to the transportation hereunder. Any provision of these rules which is inconsistent with any provision of said convention shall, to that extent, but only to that extent, be inapplicable to international transportation.
- III. Except as otherwise provided below, these general rules are subject to fare rule provisions, local or joint fares, including arbitraries, which are considered to be part of this tariff.
- IV. Except as otherwise provided herein, the rules, regulations and terms and conditions of carriage contained in this tariff apply to flights operated by Biman.
- V. Unless otherwise stipulated, any contract for the carriage of passengers and baggage and all services incidental thereto governed by this tariff is deemed to be made without regard to conflicts of law principles.

5.2. Gratuitous Carriage

With respect to gratuitous carriage, BG reserves the right to exclude the application of all or any part of this tariff.

5.3 Air Passenger Protection Regulations (“APPR”) of CTA

The obligations of the carrier under APPR from part of this tariff and supersede any incompatible or inconsistent terms and conditions of carriage set out in the tariff to the extent of such inconsistency or incompatibility, but do not relieve the carrier from applying terms and conditions of carriage of this tariff that are more favorable to the passenger than the obligations set out in the APPR.

5.4. Change without Notice

Except as may be required by applicable laws, government regulations, orders and requirements, BG's rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

5.5. Effective Rules, Fares and Charges

- i. All carriage of passengers and/or baggage shall be subject to the BG's rules, regulations, and tariffs in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. For tickets issued for carriage between Bangladesh and the U.S/Canada and where required by local law or regulation, carriage of passengers and/or baggage shall be subject to the BG's rules, regulations, and tariffs in effects on the date of the ticket issuance.
- ii. No increase in fares or charges applicable to the carriage of passengers will be collected in the event that an increase in fares or charges occurs between the time of ticket issuance and the effective date of any subsequent tariff containing such an increase provided the confirmed ticketed reservations are not changed and the ticket is not reissued at the passengers request.

5.6. Percentage of Fares or Charges

When rules or provisions in this tariff, or tariffs governed hereby, provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion table of this tariff.

5.6.1 Reference to tariffs, pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.

5.6.2 No agent, servant or representative of carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.

5.7 Erroneous fares

- 5.7.1 Biman reserves the right to cancel reservations and/or tickets issued with an erroneously quoted fare.
- 5.7.2. An erroneously quoted fare is one which carrier has, in good faith, mistakenly published and which is clearly erroneous. When compared to fares usually published in the relevant routing.
- 5.7.3 Biman reserves the right to void the purchased ticket and refund the amount paid by the customer or, if customer agrees to forgo the refund, offer the customer the ticket at a published fare that should have been available at time of booking.
- 5.7.4 Biman will use reasonable efforts to notify the customer:
 - a. Within 72 hours after the carrier becomes aware of the publishing of an erroneous fare, that all or any portion of their ticketed itinerary has been cancelled; or
 - b. At least 24 hours prior to the customer's scheduled departure from the point of origin issued on the ticket, that all or any portion of their ticketed itinerary has been cancelled, if the ticket was purchased less than 72 hours before their scheduled departure from the point of origin.
- 5.7.5 with respect to interline itineraries, Biman will coordinate with participating carriers in order to determine which of the interline carriers will notify the customer and provide the refund in the event that the customer's ticketed itinerary is cancelled.

RULE 10.0: FARE BRANDS AND CLASSES OF SERVICE

FARE BRANDS

Biman offers various fare brands or fares for each class of service. For Economy class, the fare brands are: Special Economy, Economy super saver, Economy saver, Economy flexible. For Premium Economy Class, the fare brands are: Premium Economy. For Business Class, the fare brands are: Business saver and Business flexible.

CLASSES OF SERVICE

10.1 BUSINESS CLASS SERVICE

Fares designated as business class apply for transportation in the business class section on BG aircraft. The business class section will be located in the forward-most section of the aircraft. Separate check-in facilities will be provided for passengers eligible for business class seating, when airport space and staffing permit. Passengers eligible for business class seating will be afforded use of business class lounges where such facilities exist.

10.2. PREMIUM ECONOMY CLASS SERVICE

Fares designated as Premium Economy class apply for transportation in the Premium Economy class section on BG aircraft. The Premium Economy class service section will be located immediately behind the business class section. Premium Economy class service will apply when travel is in the Economy class section of flights utilizing aircraft which do not have a separate Premium Economy class section. A passenger paying this fare who is seated in the Economy class section will not be entitled to a refund.

10.3 ECONOMY CLASS SERVICE

Fares designated as Economy class apply for transportation in the Economy class section on BG aircraft. The Economy section will be located immediately behind the business section except on aircraft operating with a Premium Economy class service section where the Economy class section will then begin immediately after the Premium Economy class service section.



RULE 15: RESERVATIONS AND SEAT SELECTION

15.1 General

A ticket will be valid only for flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused past-date ticket or portion thereof or exchange order for onward travel, or who wishes to change his ticketed reservations to another date, shall not be entitled to any preferential right with respect to the obtaining of reservations.

15.2. Conditions of Reservations

15.2.1 A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by Biman or its agent and entered into the BG's reservation system. A validated ticket will be issued to the passenger subject to payment or other satisfactory credit arrangement, provided that all applicable requirements are complied with, including any requirement set out in applicable fare rule, such as ticketing time limits. Reservation of space may be cancelled by Biman without notice if these requirements are not complied with, including if ticket is not issued within the ticketing time limit stated in applicable fare rule.

15.2.2. Reservations - Reservations requested from any Biman or authorized agency will be accepted subject to the ticketing provision of the rule governing the fare used.

15.3 Seat Allocation

15.3.1. Biman does not guarantee allocation of any particular space in the aircraft.

Note: Biman has a supplemental seating policy (and related procedures) for passengers under the age of 12 travelling with a parent or guardian traveler to ensure that reasonable efforts are made by the Biman prior to check-in, at time of check-in and by airport and in-flight agents to seat the child next to their parent or guardian traveler, free of charge.

Such efforts include:

- a) The possibility of selecting adjoining seats online; passengers travelling on a Standard fare can select a non-preferred economy class seat free of charge, subject to availability, at the time of online check-in, which commences 24 hours prior to departure.

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- b) If unavailable on-line and if requested by customer, check-in agents attempting to locate adjoining seats at check-in;
 - c) If efforts are unsuccessful at check-in, gate agents attempting to locate adjoining seats at boarding, or if unavailable, requesting volunteers to change seats;
 - d) If efforts are unsuccessful at boarding flight attendants requesting volunteers, to change seats on-board.
 - e) Children under age 8 must be accompanied by an adult age 12 or older when travelling. The accompanying adult must occupy a seat in the same cabin and be seated adjacent to the young child.
- ii. Preferred or Advance Seat Selection is subject to availability and only on flights operated by Biman, Passengers may pre-select a seat, preferred or not, when booking a fare via the web or call center or where offered. A fee per passenger and per segment of travel may apply as shown below:

1. Restrictions

- a. Biman reserves the right to change passenger seating at any time after booking, in certain circumstances such as schedule irregularity, aircraft substitution, or if the seat is needed to accommodate the needs of a passenger with a disability. The seat fee will then be refunded automatically or upon request, unless passenger is accommodated in an equivalent seat to his/her satisfaction.
- b. Exit row seats are only available and offered to passengers 12 years of age and older; who are able to read, understand, and provide oral instructions in English or Bangla; are able to visually assess if it is safe to open the emergency door; are free of any disability, condition, reduction in mobility or responsibility, such as attending to another person, that may prevent them from performing emergency exit functions, and are able to reach and operate the emergency exit and willing to assist in evacuating the aircraft in the event of an emergency. Passengers who attest, at time of booking, that they qualify for sitting in an exit row seat have the obligation of informing Biman should any of these qualifications change after booking.

- c. Passengers travelling with children under the age of 12 will receive complimentary seat assignment ensuring are seated adjacent to as adult/guardian travelling with them. Customers may contact Biman reservations directly to be seated or their reservation 36 hours after booking to validate their seat assignments. Customers should always indicate in their booking they are with children.

15.4 Applicable fees for Advance Seat Selection

- i. Advance Seat Selection per segment

Advance Seat Selection			
Travel between	Economy Class	Premium Economy Class	Business Class
Between Bangladesh and the Europe.	30.00 USD	Free	Free
Between Bangladesh and the Middle East.	20.00 USD	Free	Free
Between Bangladesh and the Far East Asia.	20.00 USD	Free	Free
Rest other sector	10.00 USD	Free	Free

- ii. The above listed seat selection/preferred seats fees may be lower at time of actual seat selection depending on seat availability and time of request. The price paid for the seat selection/preferred seat will not be increased after the seat selection/preferred seat amount is paid.
- iii. The seat selection fee is non refundable unless passenger is moved by Biman prior to departure, has a confirmed upgrade to a higher cabin-class or changes the itinerary, flight or fare and seat becomes complimentary.

Note: having a seat selected may decrease passenger chances of getting denied boarding.

RULE 20: CURRENCY OF PAYMENT

The provisions of this rule are subject to applicable exchange laws and government regulations. When used in this tariff, the dollar sign refers to US dollars.

20.1. Payment in the country of commencement of transportation

- i. Payment of fares shall be made in the currency of the country of commencement of transportation; or
- ii. Payment of fares shall be made in any currency acceptable to the Biman, provided that the equivalent of the local currency fare is collected at the bankers' buying rate of exchange in effect on the date of issuance of the airline transportation document.
- iii. When a transportation document issued outside the country of commencement of transportation is tendered for payment (in total or in part), the provisions of below paragraph, and 20.2 shall apply

20.2. Payment outside the country of commencement of transportation

- i. The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers' selling rate of exchange in effect on the date of the transaction.
- ii. Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the Biman, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (B)(i) above is collected at the bankers' buying rate of exchange in effect on the date of the transaction.

20.3. Voluntary rerouting

In the event that voluntary rerouting or cancellation results in the reassessment of the fare:

- i. The fare will be reassessed in the currency of the country of commencement of transportation.
- ii. The local currency fares to be used will be those applicable at the time of commencement of transportation.

- iii. The IATA rate of exchange to be used will be that applicable at the time of original ticket issuance.

20.4 Refunds

- i. The amount of refund shall be converted using the bankers' rate applicable on the date of the original issuance except as provided in 20.4(ii) below.
- ii. When the original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.

20.5 Additional collection

When an additional collection is made in a country other than the country of commencement of transportation, the amount to be collected shall be converted using the bankers' selling rate applicable on the date of the additional collection.

20.6 Rates of exchange

Rates of exchange apply at the date of payment. The bankers' rates referred to in paragraph (20.1) through (20.5) above are defined as follows:

The bankers' buying rate or bankers' selling rate means the unit rate published by Bangladesh Bank.

RULE 25: TAXES, FEES AND OTHER CHARGES

- 25.1. Any tax, fee or other charge imposed by domestic or foreign government, airport or third party and collectible from a passenger will be in addition to the applicable fares, ancillary fees and surcharges.
- 25.2. Conditions under which taxes, fees and other charges are imposed, collected or refunded are established by the domestic or foreign government, airport authority or third party and must be respected. As a result, refund of unused taxes, fees and other charges will be made only if permitted by the domestic or foreign government, airport authority or third party.

RULE 26: CAPACITY LIMITATIONS

- 26.1 A reservation for space on a given flight is valid only when the availability and allocation of that space is confirmed at such fares by a reservation agent of the Biman.
- 26.2 Biman may limit the number of passengers carried on any one flight at fares governed by applicable fare rule and fares will not necessarily be available on all flights. The number of seats which BG shall make available on a given flight will be determined by Biman's best judgment as to the anticipated total passenger load on each flight.

RULE 27: GROUP CONDITIONAL RESERVATIONS

General

Upon receiving a request from a "group organizer", the Biman at its option may offer conditional reservations for groups when accompanied by a written statement to that effect.

27.1 Definitions

For the purpose of this rule:

- i. **"Group"** means 10 or more passengers traveling by the same flight, date and destination.
- ii. **"Group organizer"** means the person responsible for the travel arrangements of the group.
- iii. **"Materialization Rate (MR)"** the minimum percentage of passengers of group size to validate the offered group fare.

27.2 Reservations

The Biman will limit the number of conditional reservations accepted on any flight and such reservations will not necessarily be available on all flights.

27.3 Deposits

- i. At the Biman's discretion, the group organizer will be required to pay the BG a deposit equal to twenty five (25) percent of the fares applicable to the total number of seats for which conditional reservations have been accepted.
- ii. Failure to submit the deposit, upon request, will result in the cancellation of all conditional reservations.
- iii. Upon receipt of the deposit by the Biman, the conditional reservations will be converted to confirmed reserved space.

27.4 Materialization Rate

Minimum Materialization rate of a group size is 80 percent i.e. the group fare remains valid if the organizer able to travel 80 percent of the booked group size.

27.5. Group Cancellation Fees

If more than twenty (25) percent of the seats held by conductor at the time of the deposit is received by the Biman, are subsequently cancelled (or unused), the group organizer will be assessed the following fee for each seat cancelled (or unused):

- i. 120 days through 31 days prior to the date of departure: ten (10) percent.
- ii. 30 days through 15 days prior to the date of departure: twenty (25) percent.
- iii. within 15 days of the date of departure: full deposited amount shall be forfeited.

27.6 Group Fare Restriction

Group fares are not valid to travel in following period:-

- a) Black Out dates,
- b) High Seasonality
- c) Peak Period

RULE 28: STOPOVERS AND AGREED STOPPING PLACES

28.1 Permission of stopovers

Stopovers within the validity period of the ticket will be permitted at any scheduled stop unless BG's tariffs or government regulations do not permit a stopover at any such stop.

28.2. Previous arrangement

Stopovers will be permitted only if arranged with BG in advance and specified on the ticket.

28.3 Agreed stopping places

For the purposes of the convention and of these conditions, the agreed stopping places are those places, except the place of departure and the place of destination, set forth in the ticket or as shown in BG's timetables as scheduled stopping places on the passenger's route.

28.4. Stopover Condition

Specific fare rules may not permit stopovers or limit the number of stopovers allowed or there may be an additional charge for stopovers based on the fare purchased by the passenger. Refer to the rule applicable to the fare in question for further information.

RULE 30: TICKETS

General

- i. A ticket will not be issued and in any case Biman will not be obligated to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by Biman. Unless otherwise provided, payment for a Prepaid Ticket Advice (PTA) will constitute issuance of a ticket. PTAs sent to another airline for ticket issuance require a 48 hour advance notice for processing.
 - ii. No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- 30.1. Flight coupons will be honored only in the order in which they are issued. Sequence break coupons are not valid for travel.
 - 30.2. Tickets are not transferable but Biman is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.
 - 30.3. Biman doesn't support open dated ticket.
 - 30.4. Compliance with Terms and Conditions of Sale**

Tickets are valid for travel only when used in accordance with all terms and conditions of sale. Flight passes are subject to additional conditions of sale and restrictions. Terms and conditions of sale include but are not limited to:

- 30.4.1. The passenger's itinerary, as stated on the ticket or in the passenger's reservation record;
- 30.4.2 Any requirement that the passenger stay over a specified date or length of time (for example weekend) at the destination specified on the ticket;
- 30.4.3 Any other requirement associated with the passenger's fare level, (for example, age in the case of children's discount).

30.5 Prohibited Practices

Biman specifically prohibits the practices commonly known as:

“Back to back ticketing” - The combination of two or more Round-trip fares end to end for the purpose of circumventing minimum stay requirements;

"Duplicate bookings" - Biman does not permit a passenger to hold more than one confirmed reservation/ticket on the same departure flight/origin and destination for the same travel date.

"Throwaway ticketing" - The usage of round-trip fares for one way travel;

"Hidden City/Point beyond ticketing" - The purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination . Accordingly, passenger shall not purchase one or more tickets or use flight coupons in one or more tickets in order to obtain a lower fare than could otherwise be applicable.

"Two or more separate tickets" – The combination of two or more separate stock or plate tickets (different airlines tickets) is not acceptable for through check-in and BG will not taking any responsibility for such tickets.

30.6. Invalidated Ticket

- i. A ticket is invalid:
 - a) If used for travel to a destination other than that specified on the ticket.
 - b) If the passenger fails to comply with applicable stay over requirements,
 - c) If the passenger does not meet the purpose of status. requirement associated with the fare category on the ticket,
 - d) If Biman determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.
- ii. Where a ticket is not valid as the result of the passenger's non-compliance with any term or condition of sale, with this rule or applicable fare rule, or where one or more tickets have been issued in furtherance of a prohibited practice, Biman has the right in its sole discretion to:
 - a) Cancel any remaining portion of the passenger's itinerary or ticket
 - b) Confiscate or revoke unused flight coupons
 - c) Refuse to board the passenger or check-in the passenger or the passenger's baggage or
 - d) Assess the passenger for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the passenger's.

30.7 Ticket Validity General

The ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for the period of time specified or referred to below. Each flight coupon will be accepted for carriage on the date and flight for which a confirmed reservation has been made.

30.7.1. Period of validity

30.7.1.1 Unutilized ticket

An unutilized ticket will be valid for transportation for one **(01)** year from the date of issuance **(DOI)** of the original ticket.

30.7.1.2 Utilized ticket

A partial utilized ticket will be valid for transportation for one **(01)** year from the date of first commencement of journey.

30.7.2 Involuntary Extension of validity

If passengers are prevented from travelling within the period of validity of the Ticket because Biman,

- a. Cancel the flight on which passenger hold a reservation; or
- b. Omit a scheduled stop, being passenger place of departure, place of destination or a Stopover, or
- c. Fail to operate a flight reasonably according to schedule; or
- d. Cause to miss an online connection; or
- e. Substitute a different class of service; or
- f. Are unable to provide previously confirmed space.

The Validity of Ticket will be extended until the first flight on which space is available in the class of service for which the fare has been paid i.e. until FAS

iii. Special Fare Provisions

When a ticket includes a fare with a maximum stay provision, this provision shall override the period of validity.

30.8 Changing (Changing from a lower to a higher fare ticket)

- i. Before travel commences, a passenger may upgrade to a fare of higher value to travel to any of the Biman's destinations provided travel is in accordance with (ii) below.
- ii. Passengers upgrading in accordance with (i) above, may do so provided:
 - a) Ticketing and advance purchase requirements of the new fare (**Current Fare**) have been met; and
 - b) Travel is via BG; and
 - c) Reservations have been booked in the appropriate class of service of the new fare; and
 - d) The difference in fares has been paid.
- iii. After departure, the passenger holding a ticket for return, circle trip or open jaw travel may upgrade the total fare in accordance with the rules of the fare paid (**Historical Fare**).
- iv. The original fare paid (including all additional charges) will be used as a full credit towards the fare for the upgraded journey.
- v. In the event travel at the new fare is subsequently changed and/or cancelled, the higher fee(s) for either the originally purchased or new fare shall be assessed.

30.9 Changing (Changing from a higher to a lower fare ticket)

Voluntary change only permitted equal or higher fare only. If the changed itinerary results from higher to lower fare the residual amount shall not be not be refunded but changed penalty to be collected as per fare governing rule.

RULE 35: PERSONAL DATA

35.1 Use of Personal Information

The passenger recognizes that personal information must be provided for purposes of making a flight booking for carriage obtaining ancillary services, facilitating immigration and entry requirements, and to be contacted in relation to the flight booking, if necessary. Passenger also recognizes that this information must be made available to government agencies, other airlines, payment processors and service providers, when needed. For these purposes, the passenger authorizes Biman to retain such data and to transmit it to third parties as needed, in whatever country they may be located, subject to its privacy policy.

35.2 Secure Flight Data

- i. As a result of the most of the countries immigration department requirement of advance passenger information (API), Biman requires all passengers personal information, to provide the following secure flight information at time of booking:
 - a) Full name as it appears on the passport (mandatory);
 - b) Date of birth
 - c) Type of travel document (i.e. Passport)
 - d) Number of that travel document
 - e) State that issued the travel document
 - f) Issuance and Expiry date of travel document.
 - g) Gender

Failure to provide secure flight information at time of booking may result in the booking being cancelled. No compensation will be given for bookings cancelled as a result of failure to provide secure flight information on time, but cancelled bookings may be refunded subject to applicable fare rule.

RULE 38: ROUTINGS

- i. A routing is applicable only to the fares which are specifically associated with it.
- ii. A routing may be travelled via any or all of the cities named in the routing diagram, unless otherwise restricted.
- iii. All or part of the applicable routing may result in non-stop travel.
- iv. An intermediate point(s) specified along the routing may be omitted.
- v. All routings are applicable in either direction, unless otherwise restricted.
- vi. For those routings permitting choice of Biman for carriage between the same points, only one of those Biman may be used.
- vii. Where no carrier is indicated between two points, travel is limited to Biman.
- viii. If more than one routing is applicable via the same fare, the passenger, prior to the issuance of the ticket, may specify the routing. If no routing is specified by the passenger, the carrier will determine the routing.

RULE 40: PASSENGERS WITH DISABILITY

40.1. Definitions

“Ambulatory” - A person who is able to move about within an aircraft unassisted

“Self-reliant” - A person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public, except that assistance in boarding and deplaning may be required. Biman will accept the determination of a passenger with a disability as to self-reliance.

“Attendant” - An able-bodied person 18 years of age or older physically capable of assisting a person with a disability to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.

“Service Animal” - Means an animal required by a person with a disability for assistance and certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution.

40.2 Acceptance of Persons with Disabilities

40.2.1 BG will accept for carriage of any passenger whose mental or physical condition is such as to render him/her incapable of caring for him/herself without assistance, provided:

- a) he/she is accompanied by an attendant who will be responsible for the passenger en-route, and
- b) With the care of such attendant, he/she will not require unreasonable attention or assistance from employees of the Biman that is usually provided by the carrier employees.

40.2.2 Non self-reliant passengers must be attended at all times, BG must limit the number of non-ambulatory passengers according to aircraft type, self-reliance and presence of an attendant. Limits may be altered by BG in the case of athletes with a disability attending their sporting events. Contact BG offices for more details.

40.2.3 **Medical Certificate**

Biman reserves the right to require a medical clearance from the company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

Biman reserves the right to require a medical certificate, as defined therein, if:

- a. Passenger requires medical oxygen during flight;
- b. There is a reasonable doubt that the passenger can complete the flight safely without requiring extraordinary medical assistance during the flight; or
- c. Passenger has a communicable disease or condition that could pose a direct threat to the health or safety of others on the flight.

40.2.4 **Attendant or a safety assistant**

An attendant or a safety assistant cannot travel with a child under 12 years old and a passenger that requires an attendant or a safety assistant. An attendant or safety assistant must travel in the same cabin as the passenger requiring such attendant or safety assistant. In the Economy cabin, the attendant or safety assistant must be seated in the adjacent seat or across the aisle. In the Business cabin, the attendant or safety assistant must be seated in the closest seat.

40.2.5 **Severe Allergies**

- a) Severe Nut/Peanut Allergy

On flights operated by Biman, a buffer zone will be set up for passengers with severe nut/peanut allergies that will help avoid the risk of exposure. Passengers seated within the buffer zone will be advised prior to departure not to consume nut/peanut products and will not be offered any food known to contain nuts/peanuts sold from the onboard cafe. The size of the buffer zone depends on aircraft type, cabin and seating configuration.

- b) Severe Food Allergy (other than nut/peanut)

On flights operated by Biman, passengers with severe food allergies other than nut/peanut allergies will be reseated away from the source of the allergen at their request when possible, based on safety considerations.

c) Severe Cat Allergy

On flights operated by Biman, a buffer zone will be set up for passengers with severe cat allergies that will help avoid the risk of exposure. The size of the buffer zone depends on aircraft type, cabin and seating configuration.

d) Advance Notice and Medical Clearance

Passengers requiring a buffer zone may be required to provide a 48 hour advance notice and obtain prior medical clearance.

e) Responsibility

Biman cannot guarantee allergen-free meals, snacks or environment. Passengers with severe allergies are responsible to take additional precautions, such as packing their own snacks, Using hand sanitizer, bringing wet wipes to clean surrounding areas, and carrying an epinephrine auto-injector.

40.3 Seating Accommodations and Restrictions

- i. Passengers with a disability requiring special seating accommodation for travel on Biman-operated flights and who do not pre-select their seat upon making a reservation must contact an Biman reservations center at least 24 hours prior to departure.
- ii. Passengers with a disability requiring special seating accommodation for travel on Biman coded flights operated by another carrier must either contact Biman reservation center or the operating carrier directly.
- iii. Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows or over-wing emergency exit rows.

40.4 Reservations/Advance Notice/Advance Check-in

Reservations should be made at least 48 hours in advance of travel, advising the Biman as to the nature of the disability and assistance required. The Biman will make a reasonable effort to accommodate passengers who fail to make reservations 48 hours in advance. If special oxygen services are required, the Biman requires a 48 hour advance notice prior to travel and must present them one hour in advance of normal check-in:

- i. Passenger requires medical oxygen (e.g. Medipak) or CPAP, or need to use a personal oxygen concentrator.
- ii. Passenger has both a severe hearing and severe vision impairment.
- iii. Passenger needs Biman to provide hazardous materials packaging for the battery of a battery-operated assistive device (e.g. wheelchair);
- iv. Passenger is travelling as part of a group of ten or more qualified individuals with a disability;

40.5 Fares and Fees for Persons with a Disability/Accompanying Attendants

- i. Person with a disability or disabled person is allowed to travel with 20% discounted of applicable fares on all domestic routes only.
- ii. An attendant accompanying any passenger with a disability or a passenger requiring an extra seat to accommodate a disability will be assessed 80% of the fare applicable, for certain fare types only on Biman, to his/her travel over sector(s) he/she accompanies the passenger with a disability provided a medical certificate in a form acceptable to Biman confirming the need for an accompanying attendant is presented.
- ii. Passengers with disabilities may travel via any fare type offered, subject to the governing rule for the fare type being used.
- iii. Accompany name change fee is waived: Biman agrees to issue a replacement ticket for attendant with no charge. Biman recommends that the name change be requested more than 48 hours in advance, and will make reasonable efforts to accommodate change requests made within this delay, provided such change is made at least 24 hours prior to departure.

40.6 Acceptance of Mobility Aids

- i. In addition to the regular free baggage allowance provided in Biman will accept the following items which must be stowed in the baggage compartment, if they are necessary for the mobility or well-being of a person:

- a) Manually and powered wheelchairs, scooters, walkers, and other mobility aids will be carried on a priority basis, subject to the following size limitations:

AIRCRAFT TYPE	WIDTH	HEIGHT
DASH 8	1.24m (49in)	1.50m (59in)
B737	1.45m (57in)	1.09m (43in)
B788/B789	1.14m (45in)	1.01m (40in)
B777	1.50m (59in)	1.45m (57in)

- b) Crutches and canes may be retained in the passenger's custody provided they can be safely stowed.
- c) Mobility aids with spill able batteries are accepted at no charge to the passenger as follows: The mobility aid must fit through the cargo door and inside the compartment in an upright position, including online connections. If some disassembly is required for the mobility aid to fit, passengers should bring disassembly instructions. The Biman will provide assistance in disassembling and packaging the aid, unpacking the reassembling aid, and returning the aid promptly on arrival at the passenger's destination, all without charge. The battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed in a battery container). The battery need not be disconnected nor removed but it must be securely attached to the mobility aid. (Weight mob. eqpt)
- ii. Battery powered medical equipment will be accepted,¹ except for spill able Lead Acid. External and spares must be protected to prevent short circuits, and are acceptable as cabin baggage only.

40.7 Service Animals

Biman will accept for transportation without charge accompanied service animals in the following categories:

- a) Search and rescue dogs;
 - b) BG will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified as having been trained by a professional service animal institution. Such an animal may not occupy a seat in the aircraft. For the comfort of all passengers, BG's staff will determine, in consultation with the person with a disability, where the person and service animal will be seated. Service animals will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and such permits are presented prior to commencement of travel.
- ii. The passengers must make all arrangements and assume full responsibility for complying with any laws, customs and/or other governmental regulations, requirements, or restrictions of the country, province, state, or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Biman will not be responsible in the event any such animal is refused entry into or passage through any country, province, state or territory.

- 40.8** The Biman is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule or with RULE 75 - REFUSAL TO TRANSPORT. However, at the request of the passenger, a refund will be issued in accordance with RULE 100 - REFUNDS, subject to the applicable fare rule.

RULE 45: OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS

General: Applicable to flights operated by BG only.

45.1 Own Oxygen

Passengers cannot bring their own oxygen on-board, except for dry oxygen D-Type cylinders under 22 inches may be accepted. Liquid oxygen is forbidden on all aircraft.

45.2. Preplanned Oxygen Service

Biman will provide online in-flight oxygen service on all flights subject to the following conditions:

- i. Passenger are required to give Biman at least 72 hours' notice that in-flight oxygen will be needed. The Biman will make a reasonable effort to accommodate the passengers who fail to give the required notice. It is the passenger's responsibility to make arrangements for oxygen service on other carriers involved in their transportation, if required.
- ii. A Medical certificate is mandatory for all itineraries, passengers must obtain medical clearance from Biman authorized physician as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.
- iii. Passengers must be able to use Biman's equipment (e.g. nasal prongs). No other device is accepted onboard.
- iv. When oxygen is also required on the ground (boarding, connecting and upon arrival), the passenger is responsible to make those arrangements separately.

45.2.1. Fees for Oxygen Service

The fee for oxygen service is dependent on length of flight and cylinder flow, as set out below. This fee is not subject to discount and not refundable if cancelled within 72 hours of departure.

FLIGHT HOURS	OXYGEN CYLINDER TYPE			
	2 LPM	3 LPM	4 LPM	5 LPM
0 to 1:59	\$100	\$150	\$200	\$250
2 to 4:59	\$200	\$250	\$300	\$350
Above 5	\$300	\$350	\$400	\$500

45.3 Personal Oxygen Concentrators

Passengers are allowed to carry onboard aircraft and utilize Biman approved personal oxygen concentrators, subject to the following conditions:

- i. At least 72 hours prior to departure, passenger must inform Biman of his/her intent to use a personal oxygen concentrator during the flight. The Biman will make a reasonable effort to accommodate passengers who fail to inform Biman of his/her intent to use a personal oxygen concentrator within the aforementioned time.
- ii. A Medical certificate is mandatory for all itineraries; passengers must obtain medical clearance from Biman authorized physician as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.
- iii. The personal oxygen concentrator must be of a type approved by Biman, and must be free of oil and grease. Some restrictions apply to certain types of personal oxygen concentrators that cannot be safely stowed during flight.
- iv. Passengers must bring extra batteries as part of their carry-on baggage, in an amount specified by Biman. Batteries are not accepted as checked baggage. Batteries must be packaged in a manner that protects them from short circuit and physical damage, and away from metal objects such as keys, coins, etc. Extra batteries must be sufficient to cover the use of the personal oxygen concentrator for the entire duration of the travel itinerary, including connection time, check-in and travel buffer. Aircraft power supply to power- on and use personal oxygen concentrators or recharge batteries during flight is not permitted. Ability to recharge battery during connection may not be available.
- v. Personal oxygen concentrators and extra batteries are accepted free of charge, in addition to the normal carry-on baggage allowance, provided they can be safely stowed underneath the seat. However, the area around the personal oxygen concentrators must be clear of blankets, coats, and other pieces of carry-on baggage.
- vi. Check-in is not permitted through the web and/or self-service device. Check-in must be made with an airport agent at any check-in position.

RULE 50: CHILD, UNACCOMPANIED MINORS AND INFANTS

For the purposes of the present rule, a minor means a person who has not reached his/her 12th birthday as of the date of commencement of travel.

50.1 Accompanied

- i. Children are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 18 years of age. Only one infant will be accepted for carriage with each fare paying passenger at least 18 years of age occupying the same or adjacent seat occupied by the infant.
- ii. Children under age 5 must be accompanied by an adult age 18 or older when travelling. The accompanying adult must occupy a seat in the same cabin and be seated adjacent to the young child
- iii. Passengers travelling with children under the age of 12 will receive complimentary seat assignment ensuring children are seated adjacent to an adult/guardian travelling with them. Customers may contact Biman reservations directly to be seated or review their reservation 36 hours after booking to validate their seat assignments. Customers should always indicate in their booking they are travelling with children.

50.2. Unaccompanied Minor: Minors not accompanied on the same flight and in the same compartment by a passenger 18 years of age or over. UMs are accepted for transportation only under the following conditions:

- i. Age of minor at last birthday under 5 years of age via all classes of service: Not accepted under any conditions.
- ii. Age of minor at last birthday 5 to 11 years of age via all classes of service: Unaccompanied minor service is mandatory. See conditions and restrictions

50.3. Child restraint devices

An infant occupying a seat must be placed in an approved child restraint device. The use of an approved child restraint device is optional for children age 2 and up. Child restraint devices are not permitted in the Business suite at any time.

50.4 Acceptance of Child and Infant

For travel within Bangladesh and International transportation to and from Bangladesh:

Age	Accepted	Conditions
Under 7 days (infant)	No	Babies under the age of 7 days and prematurely born babies who haven't reached nine-months development till the date of flight and babies under the age of 7 days.
7 days and under 2 years (infant)	Yes	Only one infant is permitted per adult passenger. In this case the infant travels on an accompanying adult's lap. An infant for whom a seat is purchased must be properly secured in an approved child restraint device and will be assessed the child fare.
2 years and under 12 years old (child)	Yes	These passengers are considered to be a child for the purpose of air travel and will pay the applicable child's fare if available. Must be always accompanied by a ticketed passenger 18 years of age or older.
5 years and under 12 years old (child)	Yes	Must be always accompanied by a ticketed passenger 18 years of age or older for the entire trip or use the BIMAN unaccompanied minor (UM) services.

50.5 Infants Fares

Children who have not yet reached their second birthday are considered infants.

i. Acceptance of Infants

- a. Newly born infants within 7 days of birth shall not be accepted for carriage under any circumstances.

- b. One infant per adult passenger will be accepted for carriage by Biman.
 - c. In case of twins second infant is allowed to travel with child fare if mother is traveling alone. One bassinet seat will be provided for subject to its availability and 1st infant must travel on its mother's lap.
 - d. When an adult passenger is accepted for carriage with infant and want to sit the infant on a separate seat, the infant will be charged the child fare.
- ii. Infants who are already two (2) years of age at the time of the return trip are required by regulation to have a seat for safety reasons hence parents or guardians are hereby notified to call reservation in order to reserve a seat for the infant on the scheduled flight subject to availability of seat and the payment of additional fare.
 - iii. The maximum number of infants in a flight is determined according to the aircraft emergency equipment such as decompression oxygen mask, infant life vest etc. and Biman reserve the right to limit the number.
 - iv. Passengers requiring the use of baby bassinets should book their flights and make the necessary reservations in advance. Biman reserves the right to decline bassinet requests without prior reservation. Bassinets are available for prior requests in order to be guaranteed a unit on board. These bassinets are limited in number as they can only be attached to certain seats on the plane. The Bassinets are about **70cm long x 30cm** wide and shall not be suitable for infants **over 6 months** of age with a weight limit of 10 Kg. Bassinets service is available only for wide-bodied aircraft subject to prior confirmation.

50.6 Fare and Service Fee

- i. The fare applicable to the transportation of children or infants occupying a seat is the applicable published fare for itineraries and a discounted applicable published fare for international itineraries (discount not applicable to taxes, fees, charges and surcharges).
- ii. Infant not occupying a seat
The fare for infants not occupying a seat will be assessed applicable published fare for itineraries and a discounted applicable published fare for international itineraries (certain taxes, fees and charges may apply).

- iii. The service fee applicable to the unaccompanied minors' service is \$100 per flight. Fees are non-refundable and subject to applicable taxes.

50.7 Conditions of Application of Unaccompanied Minor Service

- i. Registration for the unaccompanied minor service must be made at least 48 hours prior to departure.
- ii. The minor must be brought to the airport of departure by a parent or responsible adult who remains with the minor until Biman starts providing supervision, and must remain at the airport until the flight has departed in case a schedule irregularity occurs. The parent or responsible adult must furnish the Biman with satisfactory evidence that the minor will be met by another parent or responsible adult showing photo identification, upon deplaning at his destination.
- iii. Biman will provide supervision for the minor from the time of boarding or check-in, where applicable, until the minor is met at destination by a parent or a responsible adult showing photo identification, as identified in the above paragraph.

Exception: Unaccompanied minor service is available only for transportation on non-stop flights operated by Biman, and not available for connections or multi-leg itineraries.

- iv. Medical Conditions

Children with medical conditions not be accepted for travel as an unaccompanied minor. A child with severe allergy may not be accepted for travel as an unaccompanied minor.

50.8 Limited responsibilities of Biman

With the exception of the service specifically provided to an unaccompanied minor in this rule, Biman will not assume any financial or guardianship responsibilities for unaccompanied minor beyond those applicable to an adult passenger.

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RULE 55: PETS AND ANIMALS

The Transportation of Animals is subject to the conditions set out in this rule. Passengers should contact Biman or visit official website for recommendations on preparing the animal for travel.

55.1. General Conditions of Acceptance

- i. Biman will only accept domesticated cats and dogs for transportation on flights operated by Biman. Charges listed in this rule shall apply.
- ii. Advance arrangements must be made with Biman. It is recommended to register the animal within 24 hours of booking so as to avoid flight change or cancellation fees in the event that Biman is unable to accommodate the animal on the booked flight.
- iii. The animal must be harmless, inoffensive and odorless.
- iv. The animal must be confined in a cage or container subject to inspection and approval by the Biman prior to acceptance.
- v. Containers must be leak proof and ventilated on at least two sides. Animal must be able to stand, turn around and lie down comfortably, as per international regulations. An empty water dish should be provided so that water may be given if circumstances permit. No part of the animal may protrude from the container wire/weld mesh (cage like) (carriers are not permitted). Container should not be locked in case Biman staff needs to access the animal in the event of an emergency.
- vi. Animals will be transported in the baggage compartment.

The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs and/or other governmental regulations, requirements or restrictions of the country, province, state or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Pets may be quarantined upon arrival. Biman will not be responsible in the event any such animal is quarantined, refused entry into or passage through any country, province, state or territory.

- vii. Animals must be at least twelve weeks old and fully weaned.
- viii. Passengers travelling with an animal must check-in 02 hour prior to the recommended check-in time as check-in must be done with an agent.

55.2 Animals in the Baggage Compartment (Additional Requirements and Restrictions)

Biman will carry the domesticated cats and dogs only in the baggage compartment, except during certain dates and on certain aircraft, and only subject to the following additional requirements:

- i. There is an annual embargo for transportation of live animals in the hold during certain periods, and additional embargos on certain breeds or, during certain periods, to certain destinations. Visit Biman's website for details.
- ii. Animals are not permitted on Dash-8 aircraft.
- iii. Additional piece, oversize, and overweight fees do not apply. First and/or second bag fees do not apply; animal is not considered part of the checked baggage allowance.
- iv. A maximum of two dogs, or two cats, of comparable size up to 14 kg each, that are used to cohabitation, may be carried in the same kennel.
- v. Maximum weight limit of 45 kg (100 lbs) including pet and kennel.
- vi. Maximum dimensions may not exceed 292 cm (115 in.) in linear dimensions (length plus. width plus. height). Dimensions of pet carrier, weight and breed of pet must be given at time of reservation.
- vii. Animals will not be accepted more than 4 hours before scheduled departure (6 hours with prior arrangements).
- viii. Certain breeds should not be transported in the baggage compartment due to increased risks of heat stroke and breathing problems when exposed to extreme heat or stressful situations. Customers should consult their veterinarian prior to travel.

- ix. Animals used for commercial intent such as those for sale, sled racing competitions etc. may require specific documentation for declared value, insurance and liability.
- x. Shipment of females in heat (estrus.) is not recommended.
- xi. Kennel must have absorbent blankets, due to sanitary reasons. Newspapers are not recommended as ink can be toxic to animals. Customers should not use hay, wood shavings or straw as absorbent material if pet is traveling to international destinations.
- xii. Kennels with wheels will only be accepted if the wheels are removed.

55.3 Fees for Animals in Baggage Compartment

Carriage of the animal and its container will be subject to a fully refundable fee of \$100 per direction for flights within Bangladesh **and \$300** per direction for international flights except to/from Europe, for to/**from Europe \$400** per direction.

55.4 Service Animals

- i. Biman will accept for transportation without charge accompanied service animals in the following categories:
 - a) Search and rescue dogs;
 - b) BG will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified as having been trained by a professional service animal institution. Such an animal may not occupy a seat in the aircraft. For the comfort of all passengers, BG's staff will determine, in consultation with the person with a disability, where the person and service animal will be seated. Service animals will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and such permits are presented prior to commencement of travel.
- ii. The passengers must make all arrangements and assume full responsibility for complying with any laws, customs and/or other governmental regulations, requirements, or restrictions of the country, province, state, or territory to which the animal is being transported, including but

not limited to furnishing valid health and vaccination certificates, when required. Biman will not be responsible in the event any such animal is refused entry into or passage through any country, province, state or territory.

55.5 Limits or Exclusions From Liability

Biman will not be liable for illness, death or injury to an animal when the animal has been handled with ordinary standards of safety and care when the animal was in Biman's care, or when Biman has acted in the interests of the entire flight or of other passengers during flight, such as in the event of an emergency. Moreover, Biman shall not be responsible for loss, expenses, illness, death or injury to the animal resulting from passenger's failure to comply with the provisions of this rule, including, without limitation, if the animal is refused entry at destination or in transit.

RULE 60: BAGGAGE

60.1 General Acceptance of Checked Baggage

i. General

The passenger is entitled to carry checked baggage as specified in this section and subject to the terms and conditions set out in this rule, in particular but not limited to those set out in the sections pertaining to prohibited and unacceptable items, special items, and sporting equipment.

ii. Combined Class Fares

- a) For through journeys where the passenger travels partly in Business Class and partly in Economy Class, the free baggage allowance for each portion of the trip shall be that applicable to the class of service for which the fare is paid.
- b) When passenger, who has paid a higher class fare (E.g. Business Class), travels in a lower class cabin (E.g. Economy cabin), the free baggage allowance will be that applicable to the original higher class fare.

iii. Baggage Size and Weight Limitations

- a) All checked baggage must have maximum outside linear dimensions of 62 in. (158 cm). A piece of baggage whose dimensions exceed this maximum is considered oversize.
- b) Unless otherwise specified herein, all checked baggage must have a maximum weight per baggage of 50 lbs (23 kg) for Economy Class and 70 lbs (30 kg) for Business Class and Premium Economy.

iv. Refund of baggage fees

If baggage is damaged or lost, Biman will refund the fees Passenger paid to check it in.

60.2 Items Unacceptable as Baggage

60.2.1. Must not include in Passenger's Baggage:

- a) Items which do not constitute Baggage as defined in Article A; or
- b) Items which are likely to endanger the aircraft or persons or property on board the aircraft such as those specified in the 'International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air' and the 'International Air Transport Association (IATA) Dangerous Goods Regulations', and or in our Regulations (further information is available from our WEB site); or
- c) Items the carriage of which is prohibited by the applicable laws, regulations or orders of any state to be flown from, to or over; or
- d) Items which, in our opinion, are unsuitable for carriage by reason of their weight, size, or character, such as fragile or perishable items; or

60.2.2. Live animals.

Live animals including birds and reptiles, other than service animals trained to lead the blind and service animals trained to assist the deaf.

60.2.3 Firearms and Weapons

- a) Firearms and ammunition other than for hunting and sporting purposes are prohibited from carriage as Baggage. Firearms and ammunition for hunting and sporting purposes may be accepted as Checked Baggage in accordance with our Regulations. Firearms must be unloaded with the safety catch on, and be suitably packed. Carriage of ammunition is subject to ICAO and IATA Dangerous Goods Regulations.
- b) Weapons such as antique firearms, swords, knives, and similar items may be accepted as Checked Baggage, in accordance with our regulations but will not be permitted in the cabin.
- c) If any items referred to in Sub-Clause 1.a, 1.b or 1.c of this Rule are carried, whether or not they are prohibited from carriage as Baggage, the carriage thereof shall be subject to the charges, limitations of liability and other provisions of these conditions applicable to the carriage of Baggage.

- d) Biman does not transport hunting trophies to encompass all species identified by the Convention on International Trade in Endangered Species (CITES) of Wild Fauna and Flora. The CITES is an international agreement between governments, which aims to ensure that international trade in specimens of wild animals and plants does not threaten their survival.

60.2.4 Valuable and Perishable items

Passenger must not include in Checked Baggage fragile or perishable items, money, jewellery, precious metals, computers, personal electronic devices, negotiable papers, securities, or other valuables, business documents, passports and other identification documents or samples.

60.3 Right to Refuse Carriage

- i) Biman may refuse carriage as Baggage of such items described in Sub Clause-“60.2.1.” of this Rule as are prohibited from carriage as Baggage and may refuse further carriage of any such items on discovery thereof.
- ii) Biman may refuse to carry as Baggage any item because of its size, shape, weight or character.
- iii) Unless advance arrangements for its carriage have been made with us, we may carry on later flights Baggage, which is in excess of the applicable free allowances.
- iv) Biman may refuse to accept Baggage as Checked Baggage unless it is properly packed in suitcases or other suitable containers to ensure safe carriage with ordinary care in handling.

60.4 Right of Search

- i) For reasons of safety and security, Biman will ask to search and screen Passenger and search, screen or x-ray your Baggage. Biman will always try to search, screen or x-ray your baggage when Passenger is present. However if Passenger is not available Biman may search Baggage in passenger’s absence. If Passenger does not allow us to carry out the necessary safety and security searches, screening and x-rays, Biman will refuse to carry Passenger and Passenger baggage. In such an event Biman shall not be under any liability to Passenger except to refund the Ticket value in accordance with Refund Rule.

- ii) This right of search referred to in Sub-Clause 3.1 does not impose an obligation on us, nor does the right of search whether exercised or not, constitute our agreement either expressed or implied to carry an item within passenger Baggage which would otherwise be precluded from carriage under Sub-Clause-“60.2.1 and “60.2.2.” of this article.

60.5 Checked Baggage

- i) Upon delivery to Biman of Baggage to be checked, Biman shall take custody thereof and issue a Baggage Identification Tag for each piece of Checked Baggage.
- ii) If Baggage has no name, initials or other personal identification, you must affix such a identification to the Baggage prior to acceptance.
- iii) In the absence of passenger declaration to the contrary at the time the baggage is checked, title to all the baggage and its contents will be deemed to be yours alone.
- iv) Checked Baggage will be carried on the same aircraft as passenger, unless Biman decide that this is impracticable, in which case Biman will carry the Checked Baggage on our next flight on which space is available.

60.6 Free Baggage Allowance (FBA)

Passenger may carry free of charge Baggage as specified and subject to the conditions and limitations in BG regulations.

60.7 Infants Baggage Allowance

One infant's carrying basket or fully collapsible stroller or push chair or car seat (it may be loaded in cargo compartment if there is no stowing space available in cabin). Napkins, feeding bottle and infant's food for consumption in cabin, provided the total weight of such articles does not exceed 10 kg.

60.8 Excess Baggage

Biman reserve the right to refuse to carry Baggage in excess of the free Baggage allowance. Baggage in excess of the free Baggage allowance will be carried only at Biman's discretion subject to space and weight limitation. Passenger will pay a charge for the carriage of Baggage in excess of the free Baggage allowance at the rate and in the manner provided in BG tariff circular and regulations (Please check BG web site).

60.9 Excess Value Declaration and Charge

- i. If in accordance with our regulations at some locations Biman offer an excess valuation facility, passenger may declare a value for Checked Baggage in excess of the applicable liability limits. If passenger make such a declaration passenger will pay applicable charges.
- ii. Biman will refuse to accept an excess value declaration on Checked Baggage when a portion of the carriage is to be provided by another Carrier, which does not offer the facility.

60.10 Unchecked Baggage (Baggage passenger carry on to the aircraft)

- i. When baggage is carried on board the aircraft, it must be retained in the passenger's custody and safely secured in either the overhead bin or under the seat stowage area. A maximum of one carry-on bag is permitted in addition to one personal item. A personal item includes a purse, briefcase, laptop bag or similar item not to exceed 40 linear in/101 linear cm.
- ii. Carry-On baggage can include, but is not limited to suitcases, small duffels or sports bags, shopping bags or camera bags.
- iii. Additional items allowed above and beyond items Coats or wraps; book or newspaper; bistro sized or smaller bag of food that is consumable; approved safety seat for lap or pillow or blanket; duty free items; diaper bag etc.
- iv. Objects, which in our opinion, are not suitable for transport in the Cargo Compartment (such as but not limited to delicate musical instruments) will only be accepted for transportation in the cabin compartment if passenger gave us Advanced notice and permission has been granted by us. Passenger may have to pay a separate charge for this service.

Under the Biman Bangladesh Airlines' cabin baggage policy, each adult/child passenger will be allowed the following cabin baggage allowance.

Business Class	Premium Economy /Economy Class	Infants
10 kg	07 kg	Nil

Each adult/child passengers are permitted one piece of carry-on baggage, either a handbag or laptop bag, that may not exceed 20 x 15 x 10 inches (56 x 36 x 23cm) and must weigh no more than 7kg for economy class & 10kg in two pieces for business class.

60.11.0 Collection and Delivery of Baggage

- i. Passengers are required to collect passenger checked baggage as soon as it is made available for collection at passenger's destination or Stopover.
- ii. Only the bearer of the Baggage Check and Baggage Identification Tag, delivered to the Passenger at the time the Baggage was checked, is entitled to claim delivery of Baggage. Failure to exhibit the Baggage Identification Tag will not prevent delivery provided the Baggage Check is produced and the Baggage is identified by other means.
- iii. If a person claiming the Baggage is unable to produce the Baggage Check and identify the Baggage by means of a Baggage Identification Tag, Biman will deliver the bag to such person only on condition that he or she, establishes to our satisfaction his or her right thereto, and if required by us, such person shall furnish adequate security to indemnify us for any loss, damage or expense which may be incurred by us as a result of such delivery.
- iv. Acceptance of Baggage by the bearer of the Baggage Check without complaint at the time of delivery is prima facie evidence that the Baggage has been delivered in good condition and in accordance with the Conditions of Contract. Passenger should a customer notice that the baggage is damaged, then he/she must write and complain to the Biman immediately i.e. before leaving the arrival terminal.
- v. Title in any Baggage, which is unclaimed after being in custody and in our possession for 90 days, shall be deemed to pass to us. Biman may make such arrangements for the disposal of Baggage and the proceeds of sale rising there from as Biman may consider appropriate.

60.12 Items Removed from Passengers by Airport Security Personnel

Biman will not be responsible for, nor have any liability in respect of, items removed from passenger or passenger's Baggage by airport security personnel acting in accordance with international or government regulations, whether or not any such items are subsequently retained or destroyed by such airport security personnel, or are passed by such airport security personnel to us.

60.13.0 Personal Belongings

Biman will not accept liability for damage to and or loss or destruction of any of passenger's personal property in consequence of your leaving it unattended in any of our aircraft and or in any property, airport facilities or vehicles we use.

60.14.0 Special Baggage Provisions (Checked)

Sporting items

Sports equipment's are included in passenger checked baggage allowance, any exceed weight resulting from such inclusion shall be assessed at the existing Excess Baggage Rate. For ease of reference, the different categories of sporting equipment are defined as under:

Type of Sporting Equipment	Definition
Bicycle	Non-motorized touring or racing bicycles. Linear dimensions not exceeding 145x160x110 centimeters.
Fishing Equipment	2 rods + 1 reel + 1 landing net + 1 pair of waders + tackle box
Golf Kit	1 golf bag containing not more than 14 golf clubs + 12 golf balls + 1 pair of golf shoes
Paragliding Equipment	Non-motorized paragliding equipment. Motorized paragliding equipment and hang-gliding equipment are not permitted as baggage.
Scuba Diving Equipment	1 empty scuba tank + 1 scuba regulator + 1 tank harness + 1 tank pressure gauge + 1 mask + 2 fins + 1 snorkel + 1 knife + 1 spear gun + 1 safety vest
Ski Kit Equipment	1 pair of skis + 1 pair of ski poles + 1 pair of boots
Snow Board	1 snowboard + 1 pair of boots
Surf Board	Surfboard of fibre glass.
Water Sky	1 pair of standard water skis or 1 slalom water ski

60.15.0 Excess Baggage Charges to / from Bangladesh

The excess baggage charge for international and domestic routes is 1.5% of normal one way Economy class fare per kg unless otherwise specified. (For details please check WEB SITE)

60.16.0 Excess value charges (excluding assistive devices)

- i. For purposes of transportation under the Montreal Convention, a passenger may, declare a value for baggage in excess of the maximum liability of 1,131 Special Drawing Rights (SDR) per passenger for all checked baggage.
- ii. When such a declaration is made, a charge of such excess value will be assessed at USD 1.00 per \$100 or fraction thereof.

Note: A higher declared value may not be applied to money, jewelry, silverware, negotiable papers, securities, business documents, samples, paintings, antiques, artifacts, manuscripts, irreplaceable books or publications or other similar valuables.

60.17.0 Valuation limit of baggage (excluding assistive devices)

- i. The total declared value may not exceed USD 2000.00.
- ii. No baggage of any one passenger, having a declared value in excess of USD 2000.00 will be accepted unless special arraignments have been made in advance, by the passenger with BG.

60.18.0 Collection of excess value charges

Excess value charges will be payable at the point of origin for the entire journey to final destination.

60.19.0 Refund of charges on involuntary rerouting or cancellations

When a passenger is rerouted or their carriage cancelled, the provisions which govern the payment of additional fares or the refunding of fares shall likewise govern the payment or the refunding of excess charges.



60.20.0 Seat-loaded or Block Seat Cabin Baggage (CBBG)

A passenger may carry on board the aircraft baggage of a bulky or musical instrument or fragile nature to be loaded on a seat or seats next to passenger, upon payment of the applicable fare and subject to seat availability. Such baggage will be subject to the following conditions. Passengers should contact the Biman for more information:

Items	Dimension	Weight	Packing
Bulky nature and/or musical instruments	145x42x42 cm	60 Kg	At least one handle on outside packed.
Valuable and/or fragile objects	42x42x66 cm	60 Kg	Items must be packed appropriately by passenger himself/herself. Cannot be the glass material quality.

- i. Must be booked through Biman reservations.
- ii. Applies for Biman operated flights only.
- iii. Passenger must be seated next to the seat-loaded cabin baggage. Except if travelling in a Business Class pod, in which case the cabin baggage must be placed in an Economy Class seat.
- iv. Passenger must check-in at least 60 minutes prior to the recommended check-in time, to allow sufficient time for the tie-down process.
- v. No upgrade permitted.
- vi. Double Bass are not accepted as seat-loaded cabin baggage.

60.21.0 Salient Feature of Baggage Provisions

- i. All of the above regulations are strictly enforced. Passengers who exceed their allowance will be required to check their carry-on baggage and additional checked baggage charge may apply.
- ii. Maximum Permissible excess baggage limits **100kg** within 05 Pieces per Passenger.
- iii. Free baggage allowance shall be 2 Pieces, Maximum 23kg per Piece on Economy class.
- iv. Free baggage allowance shall be 2 Pieces, Maximum 30kg per Piece on Business class.
- v. Odd Size/Round Shape bundle not allowed as a checked baggage.
- vi. Gold Card Members allowed 20kg/01 Pc & Silver Card Members allowed 10 kg/01pc in-addition of their entitlement of FBA irrespective class of service.

RULE 61: INTERLINE BAGGAGE ACCEPTANCE

61.1 Definitions

“Interline Agreement” an agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

“Interlining Carrier(s)” includes both the selecting carrier and other carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

“Interline Itinerary” all flights reflected on a single ticket involving multiple air carrier ("interlining carriers").

“Most Significant Carrier (“MSC”) is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary. Most significant carrier (MSC) - IATA resolution 302 as conditioned by the agency in this instance, the MSC is determined by applying IATA a resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency reservation is to allow the selecting carrier to use the msc methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

“Selected Carrier” The carrier whose baggage rules apply to the entire interline itinerary.

“Selecting Carrier” The carrier whose designator code is identified on the first flight segment of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

“Summary Page at the End of an Online Purchase” A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier

61.2. Baggage Rule Determination by Selecting Carrier

61.2.1 Checked Baggage

- i. For itineraries beginning and ending in Canada or the U.S., the selecting carrier will decide which baggage rule to apply to the entire itinerary.
 - a) When Biman is the selecting carrier, it will select and apply its own baggage rules as set out in RULE 60 - BAGGAGE to the entire itinerary.
 - b) When Biman is not the selecting carrier, the selecting carrier shall:
Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary.
OR
Select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary. The carrier identified by means of a) or b) will be known as the selected carrier.
- ii. For all other itineraries, the most significant carrier methodology, as determined by IATA resolution 302, will apply.

61.2.2 Carry-on baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. However, carry-on baggage charges applicable to the entire interline itinerary, if any, will be those of the selected carrier.

61.3 Baggage Rule Application by Interlining Carrier

Where Biman is not the selected carrier on an interline itinerary but is an interlining carrier that is providing transportation to the passenger based on the ticket issued, Biman will accept and apply as its own the baggage rules of the selected Carrier throughout the interline itinerary.

61.4 Disclosure of Baggage Rules

For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e., the passenger's "standard" baggage allowance), when Biman sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e- ticket at the time of ticketing the baggage information relevant to the passenger itinerary.

The disclosed information will reflect the baggage rules of the selected carrier.

- i. Biman will disclose the following information:

The baggage rules which applies:

- a) Passenger's free baggage allowance and/or applicable fees
 - b) Size and weight limits of the baggage, if applicable;
 - c) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status.);
 - d) Existence of any embargoes that may be applicable to the passenger's itinerary, if any; and,
 - e) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
 - f) Web site disclosure
- ii. Biman will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all of the carrier's own baggage rules, including information concerning:
 - a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
 - b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
 - c) Excess and oversized baggage charges;
 - d) Charges related to check in, collection and delivery of checked baggage;
 - e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
 - f) Baggage provisions related to prohibited or unacceptable items, including embargoes, if any;
 - g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status.); and
 - h. Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

RULE 65: ADMINISTRATIVE FORMALITIES

65.1 Compliance with Regulations

The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements, or instructions, whether given orally, in writing, or otherwise, or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.

65.2 Passports and Visas

- i. Each passenger desiring transportation across any international boundary will be responsible for obtaining all necessary travel documents and for complying with all government travel requirements.
The passenger must present all exit, entry and other documents required by the laws, and unless applicable laws provide otherwise, shall indemnify the carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. BG is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Biman reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents are not complete. Biman shall not be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally in writing or otherwise. In addition, Biman reserves the right to hold, photocopy or otherwise image reproduce a travel document presented by any passenger and accepted as a condition of boarding.
- ii. Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever Biman, on government order, is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable will be the fare that would have been applicable had the original ticket designated the revised destination on the new ticket. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger as the case may be.

Biman may apply to the payment of such fares any funds paid by the passenger to Biman for unused carriage, or any funds of the passenger in the possession of Biman. The fare collected for carriage to the point of refusal or deportation will not be refunded by the Biman, unless the law of such country requires that such fare be refunded.

65.3 Customs Inspection

If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Biman accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to Biman because of the passenger's failure to observe this condition, the passenger shall indemnify Biman therefor. Biman shall not be liable to the passenger for any aid, assistance, data, or other information provided to customs or other government agencies involved in border controls of any country pertaining to passenger or passenger's travel.

65.4 Government Regulation

No liability shall attach to Biman if Biman in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

RULE 70: CHECK-IN AND BOARDING TIME LIMITS

70.1 Check-in

i. Recommended

The passenger is recommended to check-in at least 180 minutes prior to scheduled departure time of the flight on which he/she holds a reservation in order to permit completion of government formalities and departure procedures.

ii. Boarding Time Limit

For international flights, passengers must check-in, with his/her baggage, if any, at least 60 minutes, for domestic flights at least 30 minutes prior to scheduled departure time.

iii. Passenger must check in via self-service device, or through an Biman agent at the check-in counter within the aforementioned check-in times. Passengers checking baggage must check-in and drop off baggage within the above check-in times.

70.2 Boarding Time Limit

The passenger must be available for boarding at the boarding gate at least 30 minutes prior to scheduled departure time of the flight on which he/she holds a reservation.

70.3 Cancel Reservation of Late Report passenger(s)

If passenger fails to meet any of above mentioned requirements, Biman may reassign pre-reserved seat and/or cancel the reservation of such passenger(s) who arrives past the aforementioned time limits. Biman is not liable to the passenger for loss or expense due to failure by a passenger to comply this rule. Biman's liability shall be limited to providing a general refund, per RULE 100 - REFUNDS.

RULE 75: REFUSAL TO TRANSPORT

75.1. Refusal to Transport - Removal of Passenger

Biman will refuse to transport, or will remove any passenger at any point for any of the following reasons:

75.1.1 Government Request or Regulations

Whenever such action is necessary to comply with any government regulations, or at the direction of a government official, or to comply with any government request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation: acts of god, force of majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.

75.1.2 Search of Passenger or Property

When the passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article

75.1.3 Proof of Identity or False Identity

When the passenger refuses on request to produce government-issued identification and show his/her entire face or when the name on the identification does not match the name on the ticket.

Note: Biman is obligated, to screen each passenger by looking at the passenger, and in particular his or her entire face to determine if he or she appears to be 18 years of age or older, and if so, Biman is obligated to compare the passenger; and in particular his or her entire face, one government-issued photo identification that shows the passenger's name, date of birth and gender or two pieces of positive government-issued identification at least one of which shows his or her name, date of birth and gender.

75.1.4 Immigration, Administrative, or Other Requirements

When the passenger is to travel across any international boundary, if:

- a) The travel documents of such passenger is not in order;

- b) For any reason, such passenger embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
- c) Passenger fails to comply with the requirements of RULE 65 – ADMINISTRATIVE FORMALITIES – PASSPORTS, VISAS AND TOURIST CARDS.
- d) Such passenger fails or refuses to comply with this rules and regulations of the Biman, Including check-in or boarding time-limits.

75.1.5 Passenger's Condition

Subject to exception mentioned below, Biman shall refuse to transport a passenger under the following circumstances:

- a) when the passenger's mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:
- b) He/she is accompanied by a ticketed attendant who will be responsible for caring for him en route, and
- c) With the care of such attendant he/she will not require unreasonable attention of assistance from Biman personnel.
- d) He/she complies with requirements of RULE 40 - PASSENGERS WITH DISABILITY, where applicable.

Note: Biman will accept the determination of a person with disability as to self-reliance (see RULE 40 - PASSENGERS WITH DISABILITY).

- e) When the passenger has obvious contagious disease; or
- f) When the passenger has an offensive odor (for example, such as from a draining wound).
- g) When the Biman determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to themselves or to other persons (including, in the case of expectant mothers, unborn children) or property, the Biman can require the passenger to provide a medical certificate that then must be accepted and

cleared by the Biman's medical officer as a condition of the passenger's acceptance for subsequent travel.

The Biman may refuse transportation to the person posing such hazard or risk. Biman may refuse to transport a passenger who failed to obtain medical clearance in accordance with this tariff, including with this rule, RULE 40 - PASSENGERS WITH DISABILITY or RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS.

75.2. Passenger's Conduct - Refusal to Transport Prohibited Conduct & Sanctions

75.2.1 Prohibited Conduct

Without limiting the generality of the foregoing, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers (in the future and present) and/or the carrier employees; the safety of the aircraft; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations:

- a) The person, in the reasonable judgment of a responsible carrier employee, is under the influence of intoxicating liquors or drugs (except a medical patient under proper care);
- b) The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent, or otherwise disorderly and in reasonable judgment of a responsible, carrier employee there is a possibility that such passenger would cause disruption or serious impairment to the physical comfort or safety of other passengers or Biman's employees, interfere with crew member in the performance of his/her duties aboard Biman's aircraft, or otherwise jeopardize safe and adequate flight operations;
- c) The person's conduct involves any unusual hazard or risk to self or to other persons (including, in cases of pregnant passengers, unborn children) or to property;
- d) The person fails to observe the instructions of Biman and its employees, including instructions to cease prohibited conduct;
- e) The person is unable or unwilling to sit in the seat with the seatbelt fastened;

- f) The person smokes or attempts to smoke or chew or spit tobacco, or uses or attempts to use an electronic cigarette ("vaping") in the aircraft;
- g) The person uses or continues to use a cellular telephone, a laptop computer or an electronic device on board the aircraft after being advised to cease such use by a member of the crew;
- h) While onboard the aircraft, the person is filming, photographing, or recording the image by any other electronic means of other passengers and/or crew without the express consent of the person(s) being filmed, photographed or recorded, or continues to film, photograph or record the image of other passengers and/or crew after being advised to cease such conduct by a member of the crew;
- i) The person is barefoot or otherwise inappropriate dressed;
- j) The person is wearing or has on or about their person concealed or unconcealed deadly or dangerous weapons;
- k) The person is manacled and in custody of law enforcement personnel;
- l) The person has resisted or may reasonably be believed to be capable of resisting escorts.

75.2.2 Sanctions

Where, in the exercise of its reasonable discretion, the Biman decides that the passenger has engaged in prohibited conduct described above, the Biman may impose any combination of the following sanctions:

- a) Removal of the passenger at any point;
- b) Probation

The Biman may stipulate that the passenger is to follow certain probationary conditions, such as do not engage in prohibited conduct, in order for the Biman to provide transport to said passenger. Such probationary conditions may be imposed for any length of time, which, in the exercise of the Biman's reasonable discretion, is necessary to ensure the passenger's continued compliance in continued avoidance of prohibited conduct, and

c) Refuse to transport the passenger

The length of such refusals to transport may range from a one-time to an indefinite up to lifetime ban. The length of the refusal period will be in the Biman's reasonable discretion, and will be for a period commensurate with the nature of the prohibited conduct and until the Biman is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, crew or the aircraft or to the comfort of the other passengers or crew; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations. The following conduct will automatically result in an indefinite ban, up to lifetime ban:

- 1 The person continues to interfere with the performance of a crew member's duties notwithstanding verbal warnings by the crew to stop such behavior;
2. The person injures or subjects to a credible threat of injury a crew member or other passenger;
3. The person has a conduct that requires an unscheduled landing and/or the use of restraints such as ties or handcuffs;
4. The person repeats a prohibited conduct after receiving a notice of probation as mentioned in (b) above;

These remedies are without prejudice to Biman's other rights and recourses, namely to seek recovery of any damage resulting from prohibited conduct or as otherwise provided in the BG's tariff, including the recourses provided in the Airplane member's guide or the filing of criminal or statutory charges.

In order to apply any ban, BG will be required to communicate its decision to ban a passenger (and/or any decision to lift an existing ban), including said banned passenger's personal information, to any other airline with whom the BG has a code- share agreement.

75.2.3 Recourse of the Passenger/Limitation of Liability

Biman's liability in case of refusal to carry a passenger for a specific flight or removal of a passenger en route for any reason specified in the foregoing paragraphs or in RULE 40 - PASSENGERS WITH DISABILITY or RULE 75 - REFUSAL TO TRANSPORT shall be limited to the recovery of the refund value of the unused portion of passenger's ticket from the Biman so refusing or removing, if any and

subject to applicable fare rule, as provided in the general refund section of RULE 100 - REFUNDS.

A person who is refused carriage for an indefinite period of time, up to a lifetime ban, or to whom a probation notice is served may provide to the Biman, in writing, the reasons why he/she no longer poses a threat to the safety or comfort of passengers or crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation. Biman will respond to the passenger within a reasonable period of time providing Biman's assessment as to the need or not to prolong the ban or to maintain the probation period.

RULE 80: SCHEDULE IRREGULARITIES

80.1 General

80.1.1 Schedules not guaranteed.

Times and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and from no part of the contract of carriage. Schedules are subject to change without notice. No employee, agent or representative of Biman is authorized to bind Biman by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight. It is always recommended that the passenger ascertain the flight's status and departure time either via the Biman's own office or by referring to airport terminal displays.

80.1.2. Carrier not responsible

BG assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Biman is not responsible for changes, errors or omissions either in timetables or other representations of schedules. Biman will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to force majeure, including labor disruptions or strikes. However, a passenger may invoke the provisions of the convention regarding liability in the case of delay.

80.1.3. Best efforts

Biman undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto BG may, without notice, substitute alternate carriers or aircraft and may alter the route, add stopovers or omit the stopping places shown on the face of the ticket in case of necessity.

80.2. Operating carrier to arrange alternate transportation

BG operating that flight that is experiencing the schedule irregularity will make the alternative transportation arrangements for the passenger and will apply its own tarmac delay contingency plan in the event of a tarmac delay.

80.3 Schedule irregularity

80.3.1 Definition

“**Schedule irregularity**” means any of the following:

- i) Delay in scheduled departure or arrival of a BG's flight
- ii) Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a BG's flight, or
- iii) Early departure of schedule timing of flight, or
- iv) Substitution of equipment or of a different class of service, or
- v) Schedule changes which require rerouting of passenger at departure time of the original flight.

80.3.2 Applicable Law

In the case of a schedule irregularity, BG shall implement the provisions of this rule in compliance with APPR (Air Passenger Protection Regulation), unless applicable local law provides otherwise.

80.3.3 Information to Passengers

Biman will promptly provide timely updates, including the reason for the delay or cancellation:

- i) As soon as Biman is aware of such a delay or cancellation, and then;
- ii) As soon as possible when new flight information is available.

80.3.4 Services to Schedule irregularity Passengers

In the event of a scheduled irregularity, BG will either:

- i) Carry the passenger on another of its passenger *aircraft or flight or class of service* on which space is available without additional charge regardless of the class of service; or, at BG's option;
- ii) Passengers will be allowed to revalidate ticket to new date of journey without date change fee at one time within the seasonality and validity.
- ii) **Endorse** to another air carrier with which Biman has an agreement for such transportation, the unused portion of the ticket for purposes of rerouting; or at BG's option;

- iii) Reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from RULE 100 - REFUNDS, BG will require no additional payment from the passenger but will refund the difference if it is lower or,
- iv) If the passenger chooses to no longer travel or if BG is unable to perform the option stated in **80.3.4 (i) (ii) or (iii)** above, and delay or early more than an hour for international sector and half an hour for domestic sector, make involuntary refund in accordance with RULE 100 - REFUNDS (an exception to the applicability of a refund occurs where the passenger was notified of the schedule irregularity prior to the day of departure and the schedule irregularity is of 60 minutes or less) or,
- v) Upon request, for cancellations within Biman's control, return passenger to point of origin and refund in accordance with RULE 100 - REFUNDS as if no portion of the trip had been made (irrespective of applicable fare rules), or subject to passenger's agreement, offer a travel voucher for future travel in the same amount; or, upon passenger request.
- vi) For cancellations within Biman's control, if passenger provides credible verbal assurance to Biman of certain circumstances that require his/her arrival at destination earlier than options set out in subparagraph (i) above, or, for cancellations within or outside Biman's control, Biman will, if it is reasonable to do so, taking all circumstances known to it into account, and subject to availability, buy passenger a seat on another carrier whose flight is schedule to arrive appreciably earlier than the options proposed in (i) above. Nothing in the above shall limit or reduce the passenger's right, if any, to claim damages, if any, under the applicable convention, or under the law when neither convention applies.

80.3.5 Refreshment Services to Schedule irregularity Passengers

Except as otherwise provided in applicable local law, in addition to the provisions of this rule, in case of scheduled irregularity within its control Biman will offer:

- i) For a schedule irregularity lasting longer than 4 hours, **a meal voucher** for use, where available, at an airport restaurant or our on board cafe, of an amount dependent on the time of day.

- ii) For a schedule irregularity lasting overnight, hotel **accommodation** subject to availability and ground transportation between the airport and the hotel. This service is only available for out of town passengers.

80.4 TARMAC DELAYS

i) Disembarkation

Biman will not permit an aircraft to remain on the tarmac at any airport for more than three hours (or 3 Hours 45 minutes if departure is imminent). Prior to reaching these timelines, Biman will return the aircraft to the gate or another suitable disembarkation point, where passengers will be allowed to disembark.

ii) Standards of Treatment

During a tarmac delay, Biman will provide passengers with:

- a) Adequate food and potable water in reasonable quantities after the aircraft doors are closed (in the case of departure) or has landed (in the case of arrival);
- b) Proper ventilation and heating or cooling of the cabin;
- c) the means to communicate with people outside the aircraft, if feasible; and
- d) Access to operable lavatory facilities.

Biman will also ensure adequate medical attention is available, if needed.

ii) Rerouting or Refund in the Event of Disembarkation

Passengers who choose to disembark during a tarmac delay are deemed to no longer want to travel on the flight in question and Biman will apply RULE 80.3.4(iv) regarding rerouting and/or refunds.

iii) Exception

This section does not apply if compliance is not possible, including for reasons related to outside Biman's control, such as safety and security, or air traffic or customs control.

80.5 Free Baggage Allowance for Involuntarily rerouted passenger

An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from one fare brand to another.

RULE 85: VOLUNTARY CHANGES AND REROUTING

85.1 General

When change can be made at the passenger's request and subject to payment of any fee set out in applicable fare rule, Biman will effect a change in the routing (other than the point of origin), destination, class of service, flight coupon(s), travel dates, or will cancel a reservation provided that BG issued the ticket. Canceling the reservation with no action on the ticket will lead to no-show penalty fee. Changes must be validated instantly.

85.2 Method of effecting change

the change requested by the passenger shall be effected by:

- i) Endorsement or coupon control of such unused ticket or flight coupon(s) or,
- ii) Re-ticketing of the passenger.

85.3 Applicable Fare and Charges

- i) The fare, fees, charges and surcharges applicable as a result of any such change in routing, destination, or carrier shall be the new fare, taxes, fees, charges and surcharges available at the time the change is made, plus applicable change fee or penalty, per applicable fare rule provided that:
- ii) Additional passage at the through fare shall not be permitted unless request has been made prior to arrival at the destination named on the original ticket and
- iii) After the carriage has commenced, a one way ticket shall not be converted into a round trip or circle trip ticket at the round trip or circle trip discount for any portion already flown; and
- iv) After carriage has commenced a round trip ticket can be converted into a circle trip ticket, or vice versa provided that request is made prior to the passenger's arrival at the destination named on the original ticket or electronic miscellaneous document (EMD).

85.4. Re-pricing

- a. Any difference between the fare, taxes, fees, charges and surcharges applicable under subparagraph (85.1) above, and the fare, taxes, fees, charges and surcharges paid by the passenger will be collected by the Biman accomplishing the rerouting.
- b. The expiration date of any new ticket issued will be the same as the expiration date of the old ticket if fare basis is not changed.
- c. Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.

RULE 90: DENIED BOARDING

General:- This rule applies only to flights operated by Biman.

90.1 Definition of Denied Boarding

A passenger is denied boarding when the number of seats that may be occupied on a flight is less than the number of passengers who hold confirmed reservations, have valid travel documentation, and have checked in by the required time and presented themselves at the boarding gate by the required time as per RULE 70.

90.2 Reason for denied boarding

Biman will inform passengers of the reason for the denied boarding.

90.3 Volunteers

Request for Volunteers

- i) Before denying boarding to passengers, Biman will request volunteers from among confirmed passengers to relinquish their seats in exchange for compensation. The request for passengers, selection of passengers and the amount and form of compensation is at Biman's sole discretion.

Rerouting

If the passenger wishes to travel, Biman will, at its discretion:

- ii) reroute the passenger to the destination on the ticket or applicable flight segment on the next available flight without additional charge; or
- iii) endorse the unused portion of the passenger's ticket to another carrier with which Biman has an agreement for rerouting.

Refund

- i) If the passenger chooses to no longer travel or if Biman is not able to perform the options stated in (i) and (ii) above within a reasonable amount of time, Biman will refund the passenger pursuant to RULE 100 D) - REFUNDS.

Written Confirmation

- i) The passenger volunteering will receive written confirmation of any benefit provided by Biman before the flight departs.

90.4 Priority for Boarding

In the event there are not enough volunteers, Biman will select passengers who will be denied boarding, giving priority to passengers for boarding in the following order:

- i) unaccompanied minors under the age of 12;
- ii) passengers with disabilities and their support person, service animal or emotional support animal, if any;
- iii) passengers travelling with family members;
- iv) passengers previously denied boarding on the same ticket (having disclosed that information to Biman agents);
- v) passengers for whom, in Biman's assessment, being denied boarding would cause severe hardship;
- vi) paying passengers travelling in Business (J Cabin) or Premium Economy (W cabin);
- vii) all other passengers, based on itinerary, fare paid status of loyalty program membership and the time in which the passenger is present at check-in without advance seat assignment.

90.5 Passengers on Aircraft

Biman will not require customers seated on the aircraft to give up their seat involuntarily unless it is required for safety or security reasons.

90.6 Alternate Travel Arrangements and Standards of Treatment

Biman will provide passengers denied boarding with alternate travel arrangements and standards of treatment in compliance with APPR.

90.7 Compensation

90.7.1 Eligibility

- i. A passenger who has been denied boarding involuntarily because of events within Biman's control will be compensated, in accordance with APPR.
- ii. A passenger is not eligible for denied boarding compensation if:
 - a) the passenger was denied boarding for reasons outside the control or for reasons within Biman's control but required for safety purposes, such as when the passenger's aircraft has been substituted with one having lesser capacity because of unexpected maintenance;
 - b) the passenger is seated in a seat other than that specified on his ticket for the same flight at no extra charge to him;
 - c) the passenger has been refused transportation in accordance with RULE 75 – REFUSAL TO TRANSPORT;
- iv) the passenger did not present themselves at check-in or at the gate in accordance with RULE 70 – CHECK-IN AND BOARDING TIME LIMITS; or
- v) the passenger has been rebooked on another flight by the Carrier as a result of a delay or cancellation on the passenger's arriving flight.

90.7.2 No delay or cancellation compensation

A passenger is not entitled to receive delay or cancellation compensation if he/she has already been paid denied boarding compensation.

90.7.3 Application of Local Laws and No Double Compensation

Biman will compensate passengers who are involuntarily denied boarding passengers in compliance with APPR. The passenger may not receive compensation under APPR if they have already received compensation under another passenger rights regime for the same event.

90.7.4 Adjustment

If the passenger's flight reserved as part of alternate travel arrangements arrives before or after the expected arrival time, and the amount that was paid or confirmed no longer reflects the amount due in function of the actual delay at destination, Biman will adjust the amount of the compensation accordingly.

90.7.5 No Expiry

Travel vouchers issued as compensation for denied boarding do not expire. If a passenger does not use a travel voucher within one year from the date of issue, the passenger may have to contact Biman to reactivate the travel voucher.

RULE 95: GROUND TRANSFER SERVICE

Biman does not usually maintain, operate or provide ground transfer service between airports or between airports and city centers. Where ground transfer service is offered by Biman, it is agreed that any such service is performed by independent operators who are not, and shall not be deemed to be, agents or servants of Biman. In cases where Biman maintains and operates for its passengers ground transfer services, the terms, conditions, provisions, rules and regulations of Biman, including (but without limitation) those stated or referred to in their tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable, whether such ground transfer services are not used or whether they are used in replacement of a flight or flight segment (e.g. due to a schedule irregularity).

RULE 100: REFUNDS

General

Following Biman failure to provide carriage in accordance with the Conditions of Contract, or where passenger request a voluntary change of his/her arrangements, refund for an unused Ticket or portion thereof will be made by Biman in accordance with this Article and with Biman's rules and regulations and the provisions of associated fare rule.

100.1 Person to Whom Refund Is Made

Except as provided below, Biman will refund in accordance with this rule only to the person named as the passenger on the ticket in the original form of payment used to make the booking.

Exception 1: Tickets issued in exchange for Prepaid Ticket Advice (PTA) and/or electronic miscellaneous document (EMD) will be refundable only to the purchaser of the PTA and/or MCO.

Exception 2: Tickets issued against a credit card honored by Biman will be refunded only to the account of the person to whom such credit card was issued.

100.2. Carrier-Caused Refunds

100.2.1 Involuntary Refund

The term "Carrier-Caused Refund" (sometimes referred to as "Involuntary Refund") shall mean any refund for reasons within the Biman's control made in the event the passenger is prevented from using all or a portion of his/her ticket.

For example, delay or cancellation of flight within Biman's control, inability to provide previously confirmed space (denied boarding), substitution of a different type of equipment or to a lower class of service by Biman (downgrade) other than upon passenger's request, missed connections due to schedule irregularity within Biman's control, or omission of a scheduled stop due to a situation within Biman's control.

100.2.2 Amount of Carrier-Caused Refunds

The amount of involuntary refunds will be as follows, unless otherwise provided elsewhere in this tariff and subject to applicable law:

- a) When no portion of the trip has been made, or when due to a schedule irregularity within Biman's control the trip is interrupted and the passenger chooses to return to point of origin without completing the trip, or when flight returns to point of origin, a full refund will be issued.

- b) When a portion of the trip has been made and the passenger elects to continue to destination by travel not arranged by Biman, the amount of refund of the unused portion will be **prorated based on mileage**.
- c) When a schedule irregularity within Biman's control results in the passenger travelling in a lower class of service than that purchased, Biman will refund the fare difference, if any.
- d) Refund can only be determined once travel is completed, and the appropriate class of service has been provided.

100.3 General Refunds

The term "General Refund" (sometimes referred to as "Voluntary Refund") for the purposes of this paragraph, shall mean any refund of a ticket or portion thereof other than carrier-caused refund as defined above, such as situations described in RULE 70 - CHECK-IN AND BOARDING TIME LIMITS, RULE 75 - REFUSAL TO TRANSPORT, passenger chooses to no longer travel, and schedule irregularities outside Biman's control.

100.3 .1 Amount of general refund

The amount of general refunds will be as follows:

- a) Biman will process the refund for tickets purchased directly from Biman. For tickets issued via a travel agency or another airline, cancellation and refund requests must be processed through the travel agency or that airline.
- b) When a ticket is fully unused, the amount of refund will be the fare, fees, charges and surcharges paid less any applicable cancellation/change fee or penalty set out in the applicable fare rules.
- c) When any ticket coupons have been used, the amount of the refund will be: the difference, if any, between the fare, taxes, fees, charges and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation used, less any applicable cancellations/change fee or penalty, as set out in the applicable fare and fare rule .The most restrictive cancellations/change fee applies.

100.4 Refund in case of death

The following provisions apply to non-refundable ticket with cancellation fees when transportation is cancelled due to death of a passenger, of a member passenger's immediate family. "Immediate family members" see definition in RULE 1 - DEFINITIONS:

- i) Prior to commencement of travel: full refund of the fare, taxes, fee charges and surcharges will be made.
- ii) After commencement of travel: the refund of any unused portion will be the difference, if any, between the fare, taxes, fees, charges and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation used. No cancellation/change fee or penalty will be assessed. If a change or cancellation has already been made and the fee applied, cancellation/change fee will be refunded upon request.
- iii) In the event of death of the passenger, refundable and non-refundable tickets will be refunded to such passenger's estate or to the original form of payment.
- iv) Documentation providing proof of death must be submitted with 90 days of the return date stated on the ticket for a refund.
- v) Refund will only be made upon presentation of:
 - a) A letter or email with details, including the relationship to the deceased family member and, where applicable, confirmation that the purpose of travel was to visit the deceased immediate family member
 - b) The electronic ticket number; and
 - c) Proper documentation providing proof of the death of the immediate family member or of the passenger, such as a copy of the death certificate, funeral director's statement, or acknowledgement of registration issued by a governmental authority is required. Documents or copies thereof must be issued and executed by the duly authorized authority in the country in which the death occurred, i.e. those designated by the laws of the country concerned.

100.5 Right to Refuse Refund

- i) After the expiry of the validity of the Ticket, Biman may refuse refund when refund application is made later than the time prescribed in BG's regulations.
- ii) Biman may refuse refund on a Ticket, which has been presented to us or to government officials as evidence of intention to depart from that country unless passenger establish to our satisfaction that passenger have permission to remain in the Country or that passenger will depart by another Carrier or another means of transport.

100.6 Currency

All refunds will be subject to government laws, rules and regulations or orders of the country in which the Ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provision, refunds will normally be made in the currency in which the Ticket was paid for, but may be made in another currency in accordance with our regulations.

100.7 To Whom Ticket is Refundable

Voluntary refunds will be made only by the Biman, which originally issued the Ticket or by its agent if so authorized.

100.8 Charter Ticket Non Refundable

Charter Tickets used as part of inclusive tour holidays are not refundable by us in any circumstances.

100.9 Refunds to Credit Cards Accounts

Refund due on tickets paid for with a credit card can only be credited to the credit card account used for the original purchase. The refundable amount to be paid by us will be in accordance with the rules within this article only on the basis of the amount and the currency entered in the ticket. The refundable amount to be credited to the credit card account of the card owner can vary from the originally debited amount by the credit card company for the ticket due to differences in rates of currency conversion. Such variations do not entitle the recipient of the refund to claim against us.

RULE 115: LIABILITY OF BIMAN

115.1 SUCCESSIVE CARRIERS

Carriage to be performed under one ticket, or under a ticket and any conjunction ticket issued in connection therewith, is regarded as a single operation.

115.2 LAW AND PROVISION APPLICABLE

- i) BG agrees in accordance with article 22(1) of the convention for the unification of certain rules relating to international Transportation by air signed at Warsaw, October 12, 1929 or, where applicable, that convention as amended by the protocol signed at the Hague on September 28, 1955 (the "Convention") that, as to all international carriage or transportation hereunder as defined in the convention:
 - a) BG shall not invoke the limitation of liability in Article 22(1) of the convention as to any claim for recoverable compensatory damages arising under article 17 of the convention.
 - b) BG shall not avail itself of any defense under Article 20(1) of the convention with respect to that portion of such claim which does not exceed 100,000 Special Drawing Rights ("SDR").
 - c) Except as otherwise provided herein, BG reserves all defenses available under the convention to any such claim. With respect to third parties, BG reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
- ii) Where the Warsaw convention system applies, it is understood that BG's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in BG's tariffs, and BG's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket, and for the purpose of the convention the agreed stopping places (which may be altered by carrier in case of necessity) are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith, or shown in Biman's timetable as scheduled stopping places on the passenger's route.

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- iii) All carriage hereunder and other services performed by each carrier are subject to:
 - a) Applicable laws (including national laws implementing the convention or extending the rules of the convention to carriage which is not "international carriage" as defined in the convention), government regulations, orders, and requirements;
 - b) Provisions set forth in the passenger's ticket;
 - c) This tariff, general conditions of carriage and applicable fare rules;
- iv) a) Normal carrier limit of liability will be waived for substantiated claims involving loss damage or delay in delivery to mobility aids such as wheelchairs, walkers, crutches, scooters and other mobility aid, when such items have been accepted into the care of BG as checked baggage or otherwise.

Note: the liability of BG for substantiated claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as **checked baggage** or otherwise, is to be based on the cost of the repair or replacement value of the mobility aid.

- b) In case of damaged or delayed wheelchairs, walkers, crutches, scooters and other mobility aids if a damaged aid can be repaired, BG will arrange, at its expense, for the prompt and adequate repair of the aid and for its return to the passenger as soon as possible. A temporary replacement will be obtained without undue delay while the passenger's mobility aid is being repaired or returned.
- v) For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

115.3 LIMITATION OF LIABILITY

Except as provided in sub-clause (115.2) above, or other applicable law may otherwise require:

- i) BG is not liable for damage to a passenger or his checked baggage arising out of or in connection with carriage or other services performed by BG incidental hereto, unless such damage is proved to have been caused by the negligence or willful fault of BG and there has been no contributory negligence of the passenger.

- ii) BG is not liable for damage directly and indirectly arising out of compliance with laws or government regulations, customs requirement, etc., or from failure of the passenger to comply with same, or out of any cause beyond BG's control.
- iii) When issuing tickets exclusively over the lines of other carriers, BG does so only as agent of such other carriers and cannot be held liable for any damages (loss or delay) caused by such other carriers.
- iv) The times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage as shown on the ticket. BG will not be responsible for errors or omissions, either in timetables or other representations of schedules. Schedules are subject to change without notice and BG assumes no responsibility for passenger damage except BG shall, with due consideration to the passenger's reasonable interests, either:
 - a) Carry the passenger on the same or another of its own aircraft, or
 - b) Reroute the passenger to the destination by its own scheduled service or the scheduled services of another carrier,
 - c) Arrange for involuntary refund in accordance with company regulations.
- v) The passenger shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over, and with BG's rules and instructions.
- vi) The passenger must present all exit, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries concerned. BG is not liable to the passenger for loss or expense due to the passenger's failure to comply with these provisions.
- vii) BG is not liable for loss of or damage to unchecked property unless:
 - a) Unchecked carry-on baggage or personal effects are damaged or lost while being under custody of BG;
 - b) Clothing is damaged while in the area of the airline's responsibility.
- viii) BG's liability for checked baggage is limited in accordance with the relevant Convention governing international air travel unless a higher value has been declared in advance and excess value charges have been paid.

The relevant Convention is subject to the provisions of the applicable Warsaw Convention, and the terms of the BG General Conditions of Carriage.

- ix) BG's liability shall not exceed the amount of proven damages. BG shall furthermore not be liable for indirect or consequential damages.
- x) Baggage service fees refunds are permitted if passengers have paid for one or more checked baggage(to/from Canada) and checked baggage was delayed, lost or damaged.
- xi) BG's liability may be limited for loss of, damage to, or delay in delivery of medicines, orthotics (medical support devices), money, jewelry, silverware, negotiable papers, securities, business/personal documents, spirits, books/manuscripts, optics, keys, publications, blueprints, paintings/works of arts, sound reproduction equipment, business samples, artistic items, irreplaceable items, photographs, business equipment, natural fur products, antiques, heirlooms, collectibles, artifacts, precious metals/stones, photographic/audio/video equipment and related items, computer hardware/ software or electronic components/equipment.
- xii) When BG issues a ticket or baggage checks for carriage over the lines of another carrier, BG does so only as agent of such carrier. BG shall not be liable for the death, injury or delay of a passenger or the loss, damage or delay of unchecked baggage, not occurring on its own line, and BG shall not be liable for the loss, damage or delay of checked baggage not occurring on its own line, except that the passenger shall have a right of action for such loss, damage or delay on the terms herein provided against BG, when BG is the first or the last carrier under the agreement to carry. Any exclusion or limitation of liability of BG under these Conditions of Carriage and applicable tariffs shall apply to agents, servants or representatives of BG acting within the scope of their employment and also to any person whose aircraft is used by BG for carriage and his agents, servants or representatives acting within the scope of their employment.

115.4 TIME LIMITATIONS ON CLAIMS AND ACTIONS

i) Notice of claims

As soon as a passenger determines that his/her baggage has been delayed, stolen, wholly lost, partially lost or damaged, please contact BG airport personnel immediately and submit a claim report. Please note claims for delay, stolen or wholly lost baggage must be submitted within twenty-one (21) days (from the day following the day of the baggage claim).

Claims for partially lost or damaged baggage must be submitted within seven (7) days (from the day following the day of baggage received)

ii) Limitation of actions

Any right to damages shall be extinguished if an action is not brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court seized of the case.

115.5 OVERRIDING LAW

To the extent that any provision contained or referred to herein is contrary to anything contained in the Convention, where applicable and any applicable laws, government regulations, orders or requirements that cannot be waived by agreement of the parties, such provision shall not apply. The invalidity of any provision shall not affect the validity of any other provision.

115.6 MODIFICATION AND WAIVER

No agent, servant or representative of Biman has authority to alter, modify or waiver any provision of Biman's regulations.

115.7 GROUND TRANSFER SERVICE

- i) see Rule 95
- ii) Any effort by an employee, agent or representative of BG in assisting the passenger to make arrangements for such ground transfer service shall in no way make the Biman liable for the acts or omissions of such an independent operator.

RULE 135: PASSENGER EXPENSES EN ROUTE

135.1 General

Biman Bangladesh Airlines, as a party to IATA's Hotel Accommodation, Meals and Surface Transport Multilateral Agreement agrees to make all necessary arrangement to accommodate passengers arising from involuntary break of journey en-route, and agrees to share expenses with other carriers who are also parties of the agreement, in accordance with the ratios set forth therein.

135.2 Conditions for offering of STPC (Passenger Expenses En Route)

- i) Involuntary break of journey en-route (overnight) caused by flight schedule connection.
- ii) The connecting time is 8 hours or longer, but not more than 24 hours. Expenses for such involuntary stay beyond the 24 hours limit shall be borne by the passenger himself, unless otherwise for operational reason.
- iii) Before arrival connecting city, the passenger must be ticketed and hold confirmed space for onward connection that can be either an online or interline service.
- iv) STPC will be granted except for passenger traveling on fares listed below (but not limited to):
 - a) Originating from JAPAN/KOREA to TC1/TC2/TC3/AU/NZ.
 - b) Group fare.
 - c) Individual and Group Inclusive Tour fare (IIT/GIT).
 - d) Particular passenger type fare (Student, Seaman, Senior Citizen, Family, Teacher, Labor fares, etc.)
 - e) Free and Reduced fare (AD, ID, DG, DM, CG, RG, BP, etc.).
 - f) STPC at LON is not allowed.
- v) One Way fare applicable to the portion flown on Biman's service shall be NUC500 or higher.
- vi) Passengers who transit in USA to a third country must hold a valid United States visa.

- vii) Day rest hotel accommodation dose not be provided. Passengers who are qualified for day rest services will be provided as follows:
 - a) Business class passenger and Biman Gold card member will be offered with Biman lounge.
 - b) Other passengers except (a) will be provided with meal coupon.
- viii) Day rest is not permitted when connecting with the domestic service of another carrier.
- ix) STPC will be provided only once on each one way or half round trip journey.
- x) Passenger is ticketed to non-stopover at connecting point. STPC is not permitted if passenger holds separated tickets.
- xi) STPC for Unaccompanied Minor(UM) or Young Passenger(YP) under age 18 will not be accepted alone for accommodation by hotels.

Note- some hotels have more strict age limitation and should be confirmed in advance.

- xii) Except service animal, it is not permitted for STPC passengers to carry AVIH (Animal in Hold).

Note- some hotels do not accept any animal including service animal and should be confirmed in advance.

- xiii) STPC passengers must be booked on the first available connecting flight within 24 hours.

135.3 Reference Restriction of STPC

No reference of STPC shall be made in any advertisement, publicity or announcement.

RULE 210: FREE AND REDUCED RATE TRANSPORTATION FOR AGENTS

An IATA general sales agent, Passenger sales agent and Cargo sales agent, duly appointed by any one of the participating carriers, and officials and employees (including members of their immediate families) of such a general agency, will be allowed free or reduced fare transportation over the lines of one or more of the carriers so represented by the agent, under the following conditions:

Eligibility:

To be eligible for the reductions, the agent, the official or employee of the agency must devote all, or substantially all, of his time to the business of the carrier; and the appointment of the agency must have been in effect continuously for at least 12 months prior to the commencement of the reduced fare transportation.

Application for Fare Reductions:

In order to obtain the fare reductions, application must be made in writing by the agent or a senior official of the agency to the carrier which is to furnish the transportation. Transportation will not be issued until approval has been given by an authorized official of the carrier which is furnishing the transportation.

AA. Station Head may grant free/rebated tickets to personnel/employees & their family members of Passenger Sales Agents (PSA), Cargo Sales Agents (CSA) and General Sales Agents (GSA) operating within their territory as per following quantum:

01. Proprietor/Chairman/Managing Partner/Partners and Directors of GSA/PSA/CSA and Their spouse may be allowed "Executive Class". In case of limited company, no one will be considered as Director if he/she does not hold any share of the firm.
02. AD 75% may be applicable on excursion /SIP/market fare whichever available.

- 03. In the case of the children of proprietor / chairman/Managing Director/ Managing partner & Directors of the agency travel with the parents, up gradation facility may be extended to them. An additional 5% over market fare to be collected for such up gradation to executive (ZCL) class to a maximum of such 05 (Five) children of each agency subject to their productivity entitlement.
- 04. Free/rebated tickets shall be valid for 90 (ninety) days from the date of issue.
- 05. Free/rebated tickets shall not be allowed to any defaulting agent in spite of their business productivity.
- 06. Hajj sale may be added with yearly normal sale for granting free/rebated tickets.
- 07. During Hajj period free/rebated AD tickets on DAC-JED-DAC sector will be applicable for the Management personnel of agents & their family members only.
- BB.** Against entitlement of free/rebated tickets of one calendar year the agent must apply and get the tickets issued within the next calendar year.
- CC.**
 - i) A Written personnel declaration from PSA, CSA & GSA signed by the authorized official of the firm showing name of the Proprietor / Chairman /Managing Director / Director(s) / Managing partner / Partner(s) / and employees should be obtained by the local Station Head and kept in record.
 - ii) The Station Head may also grant FOC/ rebated tickets in favour of their subagents / recruiting agents out of their entitlement subject to proper documentation / authentication & undertaking from PSA/CSA's.
- DD.** On receipt of written from concerned agent, the respective Station Head after verifying their productivity and personnel declaration may approve free/rebated ticket(s).
- EE.** GSA approved PSA/CSA would be eligible for AD tickets subject to the fulfillment of productivity.
- FF.** PSA's/CSA's who are transacting business on Cash-cum-commission basis would also be eligible for AD tickets subject to the fulfillment of productivity.
- GG.** Proper record of free/rebated tickets given to PSA/CSA and GSA should be maintained by respective Station Head and monthly statement of such tickets issued should be forwarded to Manager Agency & Interline, Balaka, Biman Head Office, Dhaka.

RULE 450: EXPECTING MOTHER

General

A medical form to be completed by the attending doctor of the travelling guest (attached in Appendix-B)

450.1 Before Delivery

- i. Mother and unborn child's safety are BG's priority.
- ii. To avoid unnecessary risks, Biman recommend that all expectant mothers consult a doctor before booking their ticket.
- iii. Depending on the stage of pregnancy and certain details, expecting mother may be required to carry certain medical forms. While a medical certificate is not required up to and including the 28th week (for a single pregnancy) or up to and including the 22nd week (for a multiple pregnancy), Biman highly recommends that passenger carry a letter from your own doctor stating your estimated due date.
- iv. Please note that if, expecting mother may not be fit to travel or to complete her whole journey safely, Biman may not accept her on board.

450.1.1 Guidelines to carry Expecting Mother

a. Single Pregnancy

Pregnancy Stage (Weeks)	Pregnancy Details
0 - 26	Recommended to have a “fit for travel” document from her own doctor stating: <ul style="list-style-type: none"> ○ LMP ○ Number of weeks of pregnancy ○ Single / Multiple pregnancy ○ Is fit to travel
27 - 32	Required to have pre-approval from Biman's Doctor. This must be obtained within 72 hours of intended travel through the Carriage of Medical Passengers form.
+32	Air travel is not permitted

b. Multiple Pregnancies

Pregnancy Stage (Weeks)	Medical Certificate
0 - 22	Recommended to have a “fit for travel” document from her own doctor stating: <ul style="list-style-type: none"> - LMP - Number of weeks of pregnancy - Single / Multiple pregnancy - Is fit to travel
23 - 26	Required to have pre-approval from Biman’s Doctor. This must be obtained within 48 hours of intended travel through the Carriage of Medical Passengers form.
+26	Air travel is not permitted

450.2 After Delivery

Air travel is not permitted for mothers within the first week of delivery. Should passenger wish to travel with your newborn after one week, Biman require passenger to carry evidence of their date of birth.

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RULE 500: PASSENGER ON STRETCHERS

BG will accept an incapacitated person traveling on a stretcher only in the Economy Class section of the aircraft of domestic/international scheduled flights. However, certain stations cannot accept stretcher case due to ground facility restrictions. Please always contact BG actively for the updated information about station regulations.

500.01 Medical information

A BG's STCR form or INCAD/MEDIF (Incapacitated Passengers Handling Advice/Medical Information Sheet) form signed by a licensed physician will be required.

500.02 Attendants

The stretcher passenger should be accompanied by at least one medical doctor or a nurse when the doctor certified in the MEDIF that medical treatment is required in flight. If no medical treatment in flight, the passenger can be accompanied by a family member or a guardian. The escort must occupy the blocked seat adjoining the stretcher passenger.

500.3 Charges

The applicable fares and stretcher charges should be:

i. Stretcher fare

- i. Domestic Sector: - 06(SIX) Adult Normal one way Y/CL(YOW) BD fare.
- ii. Regional Sector: - 06(SIX) Normal Adult one way Y/CL(YOW) fare.
- iii. EX-DXB/AUH to BD: 06(SIX) Adult Normal one way Y/CL(YOW) fare.
- iv. INTL SECTOR FARE:- 04(FOUR) Adult Normal one way Y/CL(YOW) fare.

ii. FBA for Stretcher

Free baggage allowance (FBA) will be the number of fare paid

iii. Compulsory accompanying person(s)

One compulsory accompanying person is required to confirm STCR. And attendant's fare shall be applicable economy class fare with entitlement to firm booking.

iv. In addition to the fares of stretcher passenger, the cost of ambulance, hospitalization and other expensed incurred should be borne by the passenger.

RULE 550: PASSENGER OCCUPYING EXTRA SEATS

Upon request and advance arrangement, the Biman will permit passenger to request occupying extra seats.

550.1 General

- i. An extra seat for comfort is an unoccupied seat next to the passenger to increase his/her personal comfort. The extra seat can be reserved with additional charge. Extra seats for comfort can only be granted to individual passengers, not to groups or parties.
- ii. This service is only available for economy class.

550.2 Charges

The charge for the extra seat (second seat) shall be the applicable fares, except for Child/Infant discount or other discounted fares.

RULE 1000: SEAMAN'S FARES

1000.01 Application

- i) For the purpose of this rule, merchant marine is defined as the privately or publicly owned commercial vessels of a nation, (including but not limited to commercial cruise lines) as distinguished from its navy, furthermore the ship's port of registry will determine the country of which merchant marines are members.
 - a) Subject to the provisions of this rule, bona fide seamen will be assessed 75 percent of the applicable one way/round trip unrestricted/ restricted normal economy class fares booked in y inventory. Where more than one level of normal economy class fare exists, the percentages may be applied on the lower/lowest level.
 - b) Seamen must present a certificate or requisition for transportation from the ship's captain, the shipping company or its agent, stating that the seaman is traveling in connection with his duties for and at the expense of the shipping company.
- ii) These fares will apply via routings over the services of BG, jointly with any other carriers participating in this tariff published in connection with the applicable economy class fares.
- iii) These fares apply for OW/RT travel.
- iv) These fares will not be used as a basis for computing any other reduced fares.
- v) These fares will apply only when tickets are purchased at such fares prior to commencement of travel.

1000.02 Combinations

Combinations will be allowed with the applicable unrestricted/ restricted normal economy class fares booked in y inventory.

1000.03 Period of validity

Tickets are valid one year from Date of ticket issuance.

1000.04 Length of stay

- i) Minimum stay: None.
- ii) Maximum stay: Tickets are valid one year from Date of ticket issuance.

1000.05 Stopovers

Stopovers are not permitted.

1000.06 Children's and infants' fares

Rule 50 (children's and infants' fares) is not applicable to fares governed by this rule.

1000.07 Reservations and ticketing

- i) Tickets at these fares will be issued only upon presentation to the Biman of a written application for transportation from the steamship company, its agent, or ship's captain, giving a complete description of the transportation required to include:
 - a) The place of origin and destination;
 - b) The number, name(s), and status of the passenger(s);
 - c) The name of the steamship company;
 - d) The name of the vessel and port of registry; and
 - e) The date of commencement of transportation.
- ii) Tickets issued at these fares will be noted DG/SC (plus the applicable discount) in the ticket designator box.

1000.08 Routing/Rerouting

Voluntary rerouting is not permitted. Rebooking will be permitted when requested by the steamship company or its agent.

1000.09 Cancellation and Refunds

Refund will only be made to or at the direction of the company concerned.

RULE 1500: STUDENT DISCOUNTS

1500.01. Application

- i) Subject to the provisions of this rule, bona fide student will be afforded a discount of 25 percentage based on the applicable economy class fares. This discount can be used to create one-way/round trip/circle trip/open jaw/ origin single open jaw journeys. All travel must be in the economy class section of the Biman's aircraft.
- ii) Student - persons who have reached their 12th but not their 26th birthday at time of departure and are enrolled in a full-time course for a school year at an educational establishment
- iii) Documentation - a certificate issued by an educational establishment is required and must be presented at the time of ticketing.
- iv) The permitted discount applied only to the applicable published economy fare (either published on a through basis or constructed using the appropriate arbitrary). This discount does not apply to any other fare sold in combination with these fares.
- v) Discount is only available for travel between the residence and the country abroad in which the student is enrolled at an educational establishment.

1500.02 Fare application

These fares apply only when tickets are purchased prior to departure of travel from the point of origin.

1500.02.1 Seasonality

The seasonality of the fare used will apply.

1500.02.2 Length of Stay

The minimum and maximum stay provisions of the applicable economy class or executive class fare will apply.

1500.02.3 Stopovers

En route stopovers will not be permitted at these fares.



1500.02.4 Payment and Ticketing

- i) Tickets at these fares will only be issued upon surrendering the documentation.
- ii) Tickets issued for student's fare discounts shall contain the ticket designator "SD25".

1500.02.5 Combinations

These fares may be combined with domestic fares only. the discounts outlined herein apply only to the through international fare where BG is the transoceanic carrier. The discounts for other fare sectors must be determined from the applicable governing tariff source.

Exception: in case of end-on combination, stopovers not permitted and passengers and baggage must be through booked and checked.

1500.02.6 Voluntary Rerouting

Voluntary Rerouting is permitted.

1500.02.7 Involuntary Rerouting

Normal Involuntary Rerouting provisions will apply.

1500.02.8 Cancellation and Refunds

No restriction

RULE 1800 SENIOR CITIZEN DISCOUNT FARES

1800.01 Application

These fares apply for travel originating to/from Bangladesh by BG throughout the world.

1800.02 Fares

Passengers will receive a 5 percent discount of BG market fares published in this tariff, except as listed in sub clause 1800.06 below.

1800.03 Eligibility

- i) The provisions of this rule apply to senior citizen passengers for man 65 years and for woman 60 years of age. No discount is offered for a companion.
- ii) The senior citizen passenger must show proof of age in a form acceptable to BG at the time of ticketing or boarding and may also be required to show similar proof of age at boarding time.

1800.04 Reservations and ticketing

- i) Tickets must be noted with specific ticket designators. The designator will be the appropriate fare basis code for the fares used followed by "SCM5" for man and "SCF5" for woman.
- ii) Passengers must adhere to all conditions/provisions of the appropriate governing rule of the fare on which they are traveling.
- iii) Reservations and/or ticketing is not allowed on BG.com due to eligibility requirements.

1800.05 Routing

All travel must be via BG scheduled services.

1800.06 Discounts not applicable

The discount will not apply to the following fares:

- i) Agency/industry discounts
- ii) Joint fares and special status fares, e.g. children's/family plan/ government/group/ tour basing/ other senior citizen fares

RULE 2200: BIMAN LOYALTY CLUB

Definition

- a. **Applicant** is an eligible person who has filled in and signed an Application Form or has enrolled online through the BIMAN BANGLADESH AIRLINES LTD website or who has enrolled through any other approved source of enrollment and has agreed to the Terms and Conditions of the Program.
- b. **Booking Class** are the sub-classes of the class of service (Business Class and Economy Class) which are defined on the basis of fare paid and may vary according to restrictions such as advance purchase, minimum / maximum stay, rerouting / rebooking restrictions, refund charges etc.
- c. **Code share flight** is a practice whereby one airline permits a second airline to use the airline designator code of latter airline on flights operated by the former airline.
- d. **Member** is an applicant who becomes a member of Biman Loyalty Club on approval of the Enrollment Form and subsequent registration in Biman Loyalty Club.
- e. **Membership Tier** is the membership level in Biman Loyalty Club (e.g. Green, Silver, or Gold).
- f. **Qualifying flight** means a flight taken on BIMAN BANGLADESH AIRLINES LTD or partner airlines between the point of origin and point of destination of the outward and/or return journey; that is eligible for earning Biman Loyalty Club miles.
- g. **Upgrade Reward / Flight Reward** Is a specific flight, service or product to be provided by Biman Loyalty Club or a Biman Loyalty Club Partner to a member in exchange for Biman Loyalty Club miles.
- h. **Biman Loyalty Club account** means the account to which the Biman Loyalty Club and Tier miles of a member will be accrued or deducted.
- i. **Biman Loyalty Club** is the Frequent Flyer Program of BIMAN BANGLADESH AIRLINES LTD, in which members collect miles in their membership account, which can then be redeemed for various benefits, privileges and Rewards. Biman Loyalty Club is owned and operated by BIMAN BANGLADESH AIRLINES LTD, and it is a trademark or registered trademark of its own.
- j. **Biman Loyalty Club miles** are the reward currency issued to members for qualifying flights and or purchases made through Program Partners. Biman Loyalty Club miles can be redeemed in exchange for specific Redemption offers and has no cash value.
- k. **Biman Loyalty Club partner** is a participating provider of goods or services including

Airlines, Banks, Hotels, Telecommunication providers, Leisure and Lifestyle service providers, Retailers, Car hire companies, and/or any other organization that BIMAN BANGLADESH AIRLINES LTD signs up to its Program.

- l. **Biman Loyalty Club service center** means the dedicated resource allocated to handle all queries and provide assistance to all Biman Loyalty Club members. Its e-mail address is bimanloyaltyclub@bdbiman.com and/or any other e-mail address mentioned in the website from time to time.
- m. **Biman Loyalty Club website** means the Biman Loyalty Club page under www.biman-airlines.com/LC
- n. **Transaction(s)** means any flight or partner activity.

2200.01 General

Biman the beautiful airlines, takes pride in introducing its frequent flyer programme under the name and style of Biman Loyalty Club. Biman Loyalty Club members earn miles that can be spent on flights and flight upgrade. Biman Loyalty Club has 3 membership tiers: members start as a Green Member, the more fly with Biman Bangladesh Airlines the higher membership tier becomes. Each membership tier is packed with benefits and privileges. Silver and Gold tiers bring more exclusive benefits such as free lounge access, extra baggage allowance, priority check-in and more. Please visit the BG website, and see the Benefits, Rules and Terms & Conditions of Biman Loyalty Club.

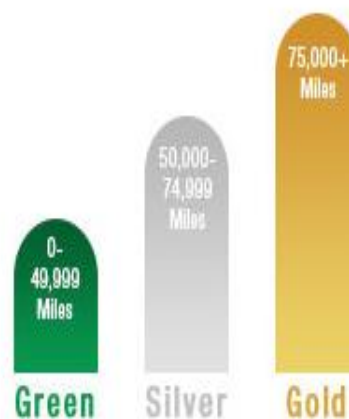
2200.02 Terms & Conditions of Biman Loyalty Club

- i. The Biman Loyalty Club (The Club) is managed and operated by BIMAN BANGLADESH AIRLINES LTD. Participants in the program as an individual (hereinafter called Member) is subject to these Terms & Conditions, which may be changed by Biman Bangladesh Airlines Ltd from time to time without notice, and shall be deemed to constitute acceptance by the member of such Terms & Conditions as amended from time to time.
- ii. These terms and conditions set out the contractual relationship between Biman Bangladesh Airlines and each individual member of the Biman Loyalty Club.
- iii. The Club is open to all individuals. Membership is not available to corporations or other legal entities.

- Iv. Membership is accepted at the sole discretion of BIMAN BANGLADESH AIRLINES LTD and free of charge.
- v. Membership cards remain the property of BIMAN BANGLADESH AIRLINES LTD and must be returned upon request.
- vi. Biman Bangladesh Airlines reserve the right to interpret, apply and communicate the Terms & Conditions as posted on website or any other printed materials. All decisions made by Biman Bangladesh Airlines shall be final and conclusive in each case.
- vii. BIMAN BANGLADESH AIRLINES LTD reserves the right to modify The Club structure, benefits or other features including these terms and conditions or to terminate the Club at any time upon reasonable notice where possible, and BIMAN BANGLADESH AIRLINES LTD will not be liable for any loss or damage resulting therefrom. Any use of The Club by a member will be deemed as acceptance of any amendment to these terms and conditions.
- viii. Upon joining or upgrading to a tier within The Club, members will receive a membership card and baggage tags. When joining, members can refer to our online membership guide at www.biman-airlines.com/LC.
- ix. The actual Biman Loyalty Club miles earned by a member are a percentage, based on class flown, of the categories used by the Club that are based on the Great Circle Distance in miles between origin airports and destination airports. For connecting flights that require a change of flight number, the sum of the Great Circle Distance of each segment will form the basis of the Club miles/sectors.
- x. There is no minimum Club miles/sectors earned guarantee. Club miles/sectors earned are not affected by complimentary upgrades or involuntary downgrades.
- xi. The membership guide is incorporated as part of these terms and conditions and is deemed as part of the contract between BIMAN BANGLADESH AIRLINES LTD and a member.
- xii. Membership of the Club and membership Cards are “not transferable” and may only be used by the Member.
- xiii. A temporary Biman Loyalty Club Card is a card that carries a number only. This card is issued when passenger successfully enroll for membership through online.
- xiv. A permanent Biman Loyalty Club Card (Green Plastic Card) will be issued after four Domestic Flight activities or two International Flight activities have been credited to your account.

Biman International Tariff

- xv. Only the member named on the Biman Loyalty Club card may use it. Cards are not transferable.
- xvi. Miles are valid for two years from the date of transaction. Unused Biman Loyalty Club miles will expire at the end of the stated validity period.

2200.03 Membership Tier Levels

Membership Tier Levels

Tier Level	Millage Limit
Green	0 to 49999
Silver	50000 to 74999
Gold	75000 +

2200.04 Loyalty Club Member Benefits

Benefits	Green	Silver	Gold
Earn & Burn on all flights	✓	✓	✓
Advanced Seating Reservation	✓	✓	✓
Exclusive Offers	✓	✓	✓
First to know about Biman news and special fares	✓	✓	✓
Payment of excess luggage, lounge access & upgrade with miles	✓	✓	✓
Two personal baggage cards with welcome letter	✓	✓	✓
Priority Check-in		✓	✓
Lounge access for passenger and one companion		✓	✓
Priority redemption availability		✓	✓
Additional free baggage allowance		10 Kgs	20 Kgs
Mileage Bonus		10%	20%
Guaranteed seat on all Biman flights up to 48 hours departure			✓
Best seats on the aircraft and on empty adjacent seat (If available)			✓
No redemption black-out up to 48 th before departure			✓

2200.05 Earnings Miles on Biman Flights

Biman Loyalty Club members can now earn for the following categories miles for the bookings class & the number of miles travelled on all Biman operated flights

Earnings Miles on Biman Flights		
	Route	Miles
*earning miles are per one-way route *children will be awarded 75% of the listed miles		
	Domestic Flights	100
	Kolkata, Kathmandu, Yangon	500
	Bangkok, Delhi	1000
	Hong Kong, Kuala Lumpur, Singapore	1750
	GCC Destinations	2500
	London, Rome, Frankfurt	5000
Booking Codes	Fare Family	Award
K, V, O, T	Super Saver	100%
B, H, E, M, Q	Economy Saver	125%
A, N, L, P, S*, W, Y	Economy Flexible	175%
D	Business Saver	200%
C, J	Business Flexible	250%

Note: *S RBD for domestic sector will be in Economy Flexible, and for international sector will be in Super Saver

Appendix-B **Medical form** for Expectant mother

TO WHOM IT MAY CONCERN

To be completed by the attending doctor of the travelling guest

GUEST NAME: _____
DATE OF BIRTH: _____
LAST MENSTRUAL PERIOD: _____
ESTIMATED DATE OF DELIVERY: _____
PLANNED DATES OF TRAVEL: _____

I confirm that I have examined this lady on _____ who has an uncomplicated
(Please tick where applicable)

☐ Single pregnancy of _____ weeks gestation and is fit to fly for her booked
flight with your airline.

☐ Multiple pregnancy of _____ weeks gestation and is fit to fly for her booked
flight with your airline.

Yours sincerely,

Signature of doctor:

Stamp or written details of doctor

: Date:

Note: this certificate is valid for three weeks from date of issue provided it is within the
acceptable gestational period for travel. Consult your doctor to discuss any potential risks.

*INTERNATIONAL TARIFF GENERAL RULES
FOR
TRANSPORTATION OF
PASSENGERS AND BAGGAGE*

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