Refund & Change Policy:

**Domestic Flights**

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

**International Flights**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **KATHMANDU**  **TICKETED ON/AFTER 13JUL22** | Economy Saver | USD 10 | USD 20 | USD 15 | USD 35 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 10 | USD 20 | USD 20 | USD 40 |
| Premium Economy and Business Saver | USD 15 | USD 20 | USD 20 | USD 40 |
| Business Flexi (C/J) | USD 15 | USD 30 | USD 20 | USD 50 |
| **KATHMANDU**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 22DEC22** | Economy Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 30 | USD 25 | USD 55 |
| Economy Flexi | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 30 | USD 25 | USD 55 |
| Premium Economy and Business Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 35 | USD 25 | USD 60 |
| Business Flexi (C/J) | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 35 | USD 25 | USD 60 |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **KOLKATA/DELHI**  **TICKETED ON/AFTER 23MAY23** | Economy Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 20 | USD 15 | USD 35 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 20 | USD 20 | USD 40 |
| Premium Economy and Business Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 20 | USD 20 | USD 40 |
| Business Flexi (C/J) | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 30 | USD 20 | USD 50 |
| **KOLKATA/ DELHI**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 22DEC22** | Economy Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 30 | USD 25 | USD 55 |
| Economy Flexi | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 10 | USD 30 | USD 25 | USD 55 |
| Premium Economy and Business Saver | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 35 | USD 25 | USD 60 |
| Business Flexi (C/J) | (1ST CHANGE FREE)  2ND SUBSEQUENT CHANGE FEE  USD 15 | USD 35 | USD 25 | USD 60 |
| **BANGLADESH**  **to**  **SAUDI ARABIA (JEDDAH/DAMMAM/RIYADH/ MADINAH)**  **TICKETED ON/AFTER 26JUL22** | Economy Saver | USD 20 | USD 55 | USD 50 | USD 105 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 20 | USD 50 | USD 50 | USD 100 |
| Premium Economy and Business Saver | USD 20 | USD 50 | USD 60 | USD 110 |
| Business Flexi (C/J) | USD 20 | USD 50 | USD 60 | USD 110 |
| **SAUDI ARABIA**  **(JEDDAH/DAMMAM/RIYADH/ MADINAH)**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 26JUL22** | Economy Saver | USD 25  (1ST CHANGE FREE) | USD 60 | USD 65 | USD 125 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 20  (1ST CHANGE FREE) | USD 50 | USD 60 | USD 110 |
| Premium Economy & Business Saver | USD 20  (1ST CHANGE FREE) | USD 50 | USD 65 | USD 115 |
| Business Flexi (C/J) | USD 20  (1ST CHANGE FREE) | USD 50 | USD 65 | USD 115 |
|  |  |  | |  | |  |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **UNITED ARAB EMIRATES**  **(DUBAI/ABU DHABI/ SHARJAH)**  **TICKETED ON/AFTER 13JUL22** | Economy Saver | USD 20 | USD 100 | USD 40 | USD 140 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 15 | USD 100 | USD 40 | USD 140 |
| Premium Eco and Business Saver | USD 25 | USD 100 | USD 40 | USD 140 |
| Business Flexi (C/J) | USD 20 | USD 100 | USD 40 | USD 140 |
| **UNITED ARAB EMIRATES**  **(DUBAI/ABU DHABI/ SHARJAH)**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 13JUL22** | Economy Saver | USD 20 | USD 80 | USD 50 | USD 130 |
| Economy Flexi | USD 15 | USD 80 | USD 50 | USD 130 |
| Premium Economy & Business Saver | USD 25 | USD 80 | USD 50 | USD 130 |
| Business Flexi (C/J) | USD 20 | USD 100 | USD 70 | USD 170 |
| **BANGLADESH**  **to**  **MUSCAT/ KUWAIT & DOHA**  **TICKETED ON/AFTER 26JUL22** | Economy Saver | USD 25 | USD 55 | USD 50 | USD 105 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 20 | USD 50 | USD 50 | USD 100 |
| Premium Economy & Business Saver | USD 25 | USD 55 | USD 60 | USD 115 |
| Business Flexi (C/J) | USD 20 | USD 60 | USD 60 | USD 120 |
| **MUSCAT/KUWAIT & DOHA**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 26JUL22** | Economy Saver | USD 25 | USD 60 | USD 65 | USD 125 |
| Economy Flexi | USD 20 | USD 50 | USD 60 | USD 110 |
| Premium Economy & Business Saver | USD 20 | USD 50 | USD 65 | USD 115 |
| Business Flexi (C/J) | USD 20 | USD 50 | USD 65 | USD 115 |
| **BANGLADESH**  **to**  **SINGAPORE**  **TICKETED ON/AFTER 05APR23** | Economy Saver | USD 30 | USD 50 | USD 70 | USD 120 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 30 | USD 50 | USD 70 | USD 120 |
| Premium Economy & Business Saver | USD 25 | USD 50 | USD 50 | USD 100 |
| Business Flexi (C/J) | USD 25 | USD 50 | USD 50 | USD 100 |
| **SINGAPORE**  **to**  **BANGLADESH**  **TICKETED ON/AFTER 05APR23** | Economy Saver | USD 30 (1ST CHANGE FREE) | USD 50 | USD 50 | USD 100 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 30 (1ST CHANGE FREE) | USD 50 | USD 70 | USD 120 |
| Premium Economy & Business Saver | USD 25 (1ST CHANGE FREE) | USD 50 | USD 50 | USD 100 |
| Business Flexi (C/J) | USD 25 (1ST CHANGE FREE) | USD 50 | USD 70 | USD 120 |
| **BANGLADESH**  **to**  **BANGKOK** | Economy Saver | USD 30 | USD 50 | USD 100 | USD 150 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 30 | USD 50 | USD 100 | USD 150 |
| Premium Economy & Business Saver | USD 30 | USD 50 | USD 100 | USD 150 |
| Business Flexi (C/J) | USD 30 | USD 60 | USD 110 | USD 170 |
| **BANGKOK**  **to**  **BANGLADESH** | Economy Saver | USD 50 | USD 100 | USD 100 | USD 200 |
| Economy Flexi | USD 40 | USD 100 | USD 100 | USD 200 |
| Premium Economy & Business Saver | USD 50 | USD 100 | USD 100 | USD 200 |
| Business Flexi (C/J) | USD 50 | USD110 | USD 110 | USD 220 |
|  |  |  | |  | |  |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **KUALA LUMPUR** | Economy Saver | USD 30 | USD 60 | USD 90 | USD 150 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 30 | USD 60 | USD 90 | USD 150 |
| Business Saver | USD 30 | USD 60 | USD 90 | USD 150 |
| Business Flexi (C/J) | USD 30 | USD70 | USD 100 | USD 170 |
| **KUALA LUMPUR**  **To**  **BANGLADESH**  **TICKETED ON/ AFTER 15DEC22** | Economy Saver | USD 25 (1ST CHANGE FREE) | 70 | USD 50 | USD 120 |
| Economy Flexi | USD 25 (1ST CHANGE FREE) | 70 | USD 50 | USD 120 |
| Business Saver | USD 25 (1ST CHANGE FREE) | 70 | USD 50 | USD 120 |
| Business Flexi (C/J) | USD 25 (1ST CHANGE FREE) | 80 | USD 70 | USD 150 |
|  |  |  | |  | |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 72 HOURS** | **WITHIN 72 HRS/NS** | **B4 72 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **UNITED KINGDOM (LONDON/ MANCHESTER)** | Economy Super Saver | USD 100 | USD 160 | Non Refundable | | For **Child** Fare 90% of applicable charges. **Infant**: No fee |
| Economy Saver | USD 100 | USD 160 | USD 100 | USD 200 |
| Economy Flexi | USD 80 | USD 150 | USD 100 | USD 200 |
| Premium Economy (W) & Business Saver  (D) | USD 80 | USD 150 | USD 100 | USD 200 |
| Business Flexi (C/J/R) | USD 80 | USD 160 | USD 110 | USD200 |
| **UNITED KINGDOM (LONDON/ MANCHESTER)**  **to**  **BANGLADESH** | Economy Saver | GBP 80 | GBP 120 | GBP 150 | GBP 200 |
| Economy Flexi | GBP 80 | GBP 120 | GBP 100 | GBP 200 |
| Premium Economy (W) & Business Saver (D) | GBP 80 | GBP 120 | GBP 100 | GBP 200 |
| Business Flexi (C/J) | GBP 80 | GBP 120 | GBP 100 | GBP 200 |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **CANTON (GUANGZHOU)** | Economy Saver | USD 40 | USD 50 | USD 50 | USD 100 | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Flexi | USD 40 | USD 50 | USD 50 | USD 100 |
| Business Saver  (D) | USD 40 | USD 50 | USD 50 | USD 100 |
| Business Flexi (C/J/R) | USD 40 | USD 50 | USD 50 | USD 100 |
| **CANTON (GUANGZHOU)**  **to**  **BANGLADESH** | Economy Saver | USD 40 | USD 50 | USD 100 | USD 100 |
| Economy Flexi | USD 40 | USD 50 | USD 100 | USD 100 |
| Business Saver (D) | USD 40 | USD 50 | USD 100 | USD 100 |
| Business Flexi (C/J) | USD 40 | USD 50 | USD 100 | USD 100 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Fare Origin** | **Fare Type** | **Date Change Fee** | | **Refund Charge** | | **Remarks** |
| **From – To** | **Brand Name/Provision** | **B4 24 HOURS** | **WITHIN 24 HRS/NS** | **B4 24 HOURS** | **NO SHOW REFUND** |  |
| **BANGLADESH**  **to**  **JAPAN (NARITA)** | Early Bird | USD 50 (allows only other higher fare type) | 100% Base Fare | 100% Base Fare | 100% Base Fare | For **Child** Fare 75% of applicable charges. **Infant**: No fee |
| Economy Saver | USD 25 | USD 50 | USD 50 | USD 100 |
| Economy Flexi | USD 25 | USD 50 | USD 50 | USD 100 |
| Business Saver  (D) | USD 25 | USD 50 | USD 50 | USD 100 |
| Business Flexi (C/J/R) | USD 25 | USD 50 | USD 50 | USD 100 |
| **JAPAN (NARITA)**  **to**  **BANGLADESH** | Early Bird | USD 50 (allows only other higher fare type) | 100% Base Fare | 100% Base Fare | 100% Base Fare |
| Economy Saver | USD 40 | USD 50 | USD 100 | USD 110 |
| Economy Flexi | USD 40 | USD 50 | USD 100 | USD 110 |
| Business Saver (D) | USD 40 | USD 50 | USD 100 | USD 110 |
| Business Flexi (C/J) | USD 40 | USD 50 | USD 100 | USD 110 |

Early Bird RBD – **T (**International Sectors: **100% Base Fare Non- refundable)**

Economy Super Saver RBDs - **S**

Economy Saver RBDs - **V, E, M, K, B, H**

Economy Flexi-RBDs - **L, N, A, Y**

Premium Eco-RBD - **W**

Business Saver - **D**

Business Flexi - **C/J**

**Terms & Conditions:**

1. Only ticket(s) issued through [www.biman-airlines.com](http://www.biman-airlines.com) will be processed for refund. Ticket(s) issued from Biman Sales Office, Call Center, travel agent, online travel portal – are advised to contact with concern Biman Sales Office, Call Center, travel agent, online travel portal authority for processing cancelation/ refund.
2. Please mention **all passenger(s) name & Eticket No.** in the **Refund Request Form** before you **Submit**.
3. Once Refund Request is **SUBMITTED**, the process cannot be **REVERSED**. Reservation will be cancelled and the Ticket(s) will be processed for Refund.
4. Refunded amount will be reimbursed in same mode of payment, used for ticket issuance.
5. It takes approximately 04 (four) working weeks to process refund.
6. For refund of declined transaction, please contact with your concern card issuing bank.
7. In case of online refund request submission, time of email received by concern refund team will be treated as refund request submission time for processing/ calculating refund amount.
8. For partial refund (unutilized coupon of return ticket), ***in addition with*** ***one-way market fare with applicable tax(s)*** **& Refund charge** will be deducted as per fare rule.
9. Ticket is no more valid for exchange/ refund/ travel after ticket validity period expires.
10. If you wish to change travel date, do not submit refund request online.
11. Ticket(s) with sequence break (first coupon unutilized, second coupon used) is not valid for refund.
12. In case of missing flight or NO SHOW, ticket can be revalidated/ exchanged for further travel within ticket validity period after paying applicable date change fee(s)/ NO SHOW charge(s)at Biman Sales Counters & Call Center (inside Bangladesh ONLY).
13. For date change/ ticket exchange of online ([www.biman-airlines.com](http://www.biman-airlines.com)) issued ticket, please retrieve reservation online with Booking Ref. & Last Name, select **EXCHANGE** option and continue.
14. For No Show & past dated ticket exchange – revalidation, please contact Biman Sales Counter or **Biman Call Center (inside Bangladesh ONLY).**