

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

International Flights					
Sector	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	
From BD to CCU/ DEL/ MAA/ KTM	USD 10	USD 25	USD 15	USD 40	For Child fare 75% of applicable charges. Infant : No fee
From CCU/ DEL/ MAA/ KTM to BD	USD 10	USD 30	USD 25	USD 55	
From BD to KUL	USD 15	USD 60	USD 40	USD 100	For Child fare 75% of applicable charges. Infant : No fee
From KUL to BD	USD 15	USD 50	USD 65	USD 115	
From BD to BKK/ SIN/ HKG	USD 15	USD 40	USD 40	USD 70	For Child fare 75% of applicable charges. Infant : No fee
From BKK/ SIN/ HKG to BD	USD 15	USD 50	USD 65	USD 115	

Sector	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	
From BD to JED/ RUH/ DMM/ MED	USD 17	USD 52	USD 42	USD 92	For Child fare 75% of applicable charges. Infant : No fee
From JED/ RUH/ DMM/ MED to BD	1 st Change free 2 nd or subsequent change USD 17	USD 62	USD 62	USD 112	
From BD to MCT/ DOH	USD 15	USD 50	USD 40	USD 90	For Child fare 75% of applicable charges. Infant : No fee
From MCT/ DOH to BD	1 st Change free 2 nd or subsequent change USD 15	USD 60	USD 60	USD 120	
From BD to KWI/ BAH	USD 15	USD 50	USD 40	USD 90	For Child fare 75% of applicable charges. Infant : No fee
From KWI/ BAH to BD	USD 15	USD 60	USD 60	USD 120	
From BD to DXB/ AUH/ SHJ	USD 15	USD 100	USD 40	USD 140	For Child fare 75% of applicable charges. Infant : No fee
From DXB/ AUH / SHJ to BD	USD 35	Business Class- USD 100 Economy Class- USD 70	USD 70	Business Class- USD 170 Economy Class- USD 140	

Sector	Date Change fee		Refund Charge		Remarks
	Before 72 hours of flight departure	Within 72 hours/ after flight departure/ No show	Before 72 hours of flight departure	Within 72 hours/ after flight departure/ No show	
From BD to LON/ MAN	USD 100	USD 200	USD 150	USD 200	For Child fare 90% of applicable charges. Infant : No fee
From LON/ MAN to BD	GBP 80	GBP 120	GBP 150	GBP 200	

Terms & Conditions:

1. Only ticket(s) issued through www.biman-airlines.com will be processed for refund. Ticket(s) issued from Biman Sales Office, Call Center, travel agent, online travel portal – are advised to contact with concern Biman Sales Office, Call Center, travel agent, online travel portal authority for processing cancellation/ refund.
2. Refunded amount will be reimbursed in same mode of payment, used for ticket issuance.
3. For refund of declined transaction, please contact with your concern card issuing bank.

4. 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.
5. For partial refund (unutilized coupon of return ticket), **one way market fare with applicable tax(s) & Refund charge** will be deducted as per fare rule.
6. Ticket is no more valid for exchange/ refund/ travel after ticket validity period expires.
7. Ticket(s) with sequence break (first coupon unutilized, second coupon used) is not valid for refund.
8. In case of flight early-delay, cancelation; ticket can be revalidated for further travel (once – without any change fee/ revalidation charge – subject to availability of seats in same booking class) or processed for refund without deducting refund charge.
9. For processing refund, two billing cycles (minimum 28 days) will be needed to get the refund amount to the concern card issuing bank.
10. For further queries, please contact iberefund@bdbiman.com , iberevenue@bdbiman.com & ibebiman@bdbiman.com .