



# 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 <b>Child</b> fare 75% of applicable charges.  <b>Infant:</b> No fee

## International Flights

Fare Origin	Fare Type	Date Change Fee		Refund Charge		Remarks
		B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	NO SHOW REFUND	
<b>BANGLADESH to KATHMANDU</b>  TICKETED ON/AFTER 13JUL22	Economy Saver	USD 10	USD 20	USD 15	USD 35	For <b>Child</b> Fare 75% of applicable charges. <b>Infant:</b> 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	
<b>KATHMANDU to BANGLADESH</b>  TICKETED ON/AFTER 22DEC22	Economy Saver	(1ST CHANGE FREE) 2 <sup>ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Economy Flexi	(1ST CHANGE FREE) 2 <sup>ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	(1ST CHANGE FREE) 2 <sup>ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	

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

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

<b>Fare Origin</b>	<b>Fare Type</b>	<b>Date Change Fee</b>		<b>Refund Charge</b>		<b>Remarks</b>
<b>From To</b>	<b>Brand Name/Provision</b>	<b>B4 72 HOURS</b>	<b>WITHIN 72 HRS/NS</b>	<b>B4 72 HOURS</b>	<b>NO SHOW REFUND</b>	
<b>BANGLADESH to CANADA</b>	Economy Saver	USD 100	USD 200	USD 200	USD 300	For <b>Child</b> Fare 90% of applicable charges. <b>Infant:</b> 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	
<b>CANADA to BANGLADESH</b>	Economy Saver	CAD 100	CAD 200	CAD 200	CAD 300	
	Economy Flexi	CAD 100	CAD 200	CAD 200	CAD 300	

	Premium Economy (W) & Business Saver (D)	CAD 100	CAD 200	CAD 200	CAD 300
	Business Flexi (C/J)	CAD 100	CAD 200	CAD 200	CAD 300

Fare Origin	Fare Type	Date Change Fee		Refund Charge		Remarks
From – To	Brand Name/Provision	B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	NO SHOW REFUND	
<b>BANGLADESH to CANTON (GUANGZHOU)</b>	Economy Saver	USD 40	USD 50	USD 50	USD 100	For <b>Child</b> Fare 75% of applicable charges. <b>Infant:</b> 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	
<b>CANTON (GUANGZHOU) to BANGLADESH</b>	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	
<b>BANGLADESH to JAPAN (NARITA)</b>	Early Bird	USD 50 (allows only other higher fare type)	100% Base Fare	100% Base Fare	100% Base Fare	For <b>Child</b> Fare 75% of applicable charges. <b>Infant:</b> 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	
<b>JAPAN (NARITA) to BANGLADESH</b>	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).**