

# 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
From – To	Brand Name/Provision	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	USD 10	USD 30	USD 25	USD 55	
	Economy Flexi	USD 10	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	USD 15	USD 35	USD 25	USD 60	
	Business Flexi (C/J)	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</b>  TICKETED ON/AFTER 23MAY23 (1ST CHANGE FREE)	Economy Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 20	USD 15	USD 35	For <b>Child</b> Fare 75% of applicable charges.
	Economy Flexi	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 20	USD 20	USD 40	
	Premium Economy and Business Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE	USD 20	USD 20	USD 40	

		USD 15				<b>Infant: No fee</b>
	Business Flexi (C/J)	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 20	USD 50	
<b>KOLKATA to BANGLADESH</b>  TICKETED ON/AFTER 22DEC22 (1ST CHANGE FREE)	Economy Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	<b>For Child Fare 75% of applicable charges. Infant: No fee</b>
	Economy Flexi	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 10	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	
	Business Flexi (C/J)	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 35	USD 25	USD 60	
<b>BANGLADESH to DELHI</b>	Economy Saver	USD 20	USD 50	USD 30	USD 70	
	Economy Flexi	USD 20	USD 50	USD 30	USD 70	
	Premium Economy and Business Saver	USD 20	USD 50	USD 30	USD 70	
	Business Flexi (C/J)	USD 20	USD 50	USD 30	USD 70	
<b>DELHI to BANGLADESH</b> (1ST CHANGE FREE)	Economy Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 25	USD 55	
	Economy Flexi	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 25	USD 55	
	Premium Economy and Business Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 25	USD 55	
	Business Flexi (C/J)	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 15	USD 30	USD 25	USD 55	
<b>BANGLADESH to CHENNAI</b>	Economy Saver	USD 25	USD 50	USD 30	USD 60	
	Economy Flexi	USD 25	USD 50	USD 30	USD 60	
	Premium Economy and Business Saver	USD 25	USD 50	USD 30	USD 60	
	Business Flexi (C/J)	USD 25	USD 50	USD 30	USD 60	
<b>CHENNAI to BANGLADESH</b> (1ST CHANGE FREE)	Economy Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 25	USD 50	USD 30	USD 60	
	Economy Flexi	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 25	USD 50	USD 30	USD 60	
	Premium Economy and Business Saver	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 25	USD 50	USD 30	USD 60	
	Business Flexi (C/J)	<sup>2ND</sup> SUBSEQUENT CHANGE FEE USD 25	USD 50	USD 30	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 SAUDI ARABIA (JEDDAH/DAMMAM/ RIYADH/ MADINAH)</b>  TICKETED ON/AFTER 27AUG23	Economy Saver	USD 20	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 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>  TICKETED ON/AFTER 27AUG23 (1ST CHANGE FREE)	Economy Saver	SAR 95	SAR 225	SAR 225	SAR 450		
	Economy Flexi	SAR 95	SAR 190	SAR 225	SAR 415		
	Premium Economy & Business Saver	SAR 75	SAR 190	SAR 245	SAR 430		
	Business Flexi (C/J)	SAR 75	SAR 190	SAR 245	SAR 430		
<b>BANGLADESH to UNITED ARAB EMIRATES (DUBAI/ABU DHABI/ SHARJAH)</b>  TICKETED ON/AFTER 27AUG23	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 20	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>  TICKETED ON/AFTER 27AUG23	Economy Saver	AED 80	AED 300	AED 190	AED 480		
	Economy Flexi	AED 60	AED 300	AED 190	AED 480		
	Premium Economy & Business Saver	AED 100	AED 300	AED 190	AED 480		
	Business Flexi (C/J)	AED 80	AED 370	AED 260	AED 630		
<b>BANGLADESH to DOHA</b>  TICKETED ON/AFTER 27AUG23	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>DOHA to BANGLADESH</b>  TICKETED ON/AFTER 27AUG23 (1ST CHANGE FREE)	Economy Saver	2 <sup>ND</sup> SUBSEQUENT CHANGE FEE QAR 100	QAR 240	QAR 220	QAR 460		
	Economy Flexi	2 <sup>ND</sup> SUBSEQUENT CHANGE FEE QAR 80	QAR 220	QAR 220	QAR 440		
	Premium Economy & Business Saver	2 <sup>ND</sup> SUBSEQUENT CHANGE FEE QAR 100	QAR 240	QAR 220	QAR 460		
	Business Flexi (C/J)	2 <sup>ND</sup> SUBSEQUENT CHANGE FEE QAR 80	QAR 220	QAR 220	QAR 440		
<b>BANGLADESH to MUSCAT</b>  TICKETED ON/AFTER 27AUG23	Economy Saver	USD 25	USD 55	USD 50	USD 105		For <b>Child</b> Fare 75% of applicable charges.
	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</b>	Economy Saver	OMR 10	OMR 25	OMR 24	OMR 50		

<b>to BANGLADESH</b> TICKETED ON/AFTER 27AUG23	Economy Flexi	OMR 08	OMR 24	OMR 24	OMR 48	<b>Infant:</b> No fee
	Premium Economy & Business Saver	OMR 10	OMR 25	OMR 24	OMR 50	
	Business Flexi (C/J)	OMR 08	OMR 24	OMR 24	OMR 48	
<b>BANGLADESH to KUWAIT</b> TICKETED ON/AFTER 27AUG23	Economy Saver	USD 25	USD 55	USD 50	USD 105	<b>For Child Fare</b> 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>KUWAIT to BANGLADESH</b> TICKETED ON/AFTER 27AUG23	Economy Saver	KWD 08	KWD 20	KWD 22	KWD 40	
	Economy Flexi	KWD 07	KWD 19	KWD 20	KWD 38	
	Premium Economy & Business Saver	KWD 08	KWD 20	KWD 22	KWD 40	
	Business Flexi (C/J)	KWD 07	KWD 19	KWD 20	KWD 38	
<b>BANGLADESH to SINGAPORE</b> TICKETED ON/AFTER 06APR23	Economy Saver	USD 30	USD 50	USD 70	USD 120	<b>For Child Fare</b> 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> TICKETED ON/AFTER 06APR23 (1 <sup>ST</sup> CHANGE FREE)	Economy Saver	USD 30	USD 50	USD 50	USD 100	<b>For Child Fare</b> 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 70	USD 120	
<b>BANGLADESH to BANGKOK</b>	Economy Saver	USD 30	USD 50	USD 100	USD 150	<b>For Child Fare</b> 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>BANGLADESH to KUALA LUMPUR</b>	Economy Saver	USD 30	USD 60	USD 90	USD 150	<b>For Child Fare</b> 75% of applicable charges. <b>Infant:</b> No fee
	Economy Flexi	USD 30	USD 60	USD 90	USD 150	
	Business Saver	USD 15	USD 60	USD 40	USD 100	
	Business Flexi (C/J)	USD 30	USD70	USD 100	USD 170	
<b>KUALA LUMPUR To BANGLADESH</b> (TICKETED ON/ AFTER 09AUG23 for	Economy Saver	USD 25 (1 <sup>ST</sup> CHANGE FREE)	USD 70	USD 50	USD 120	
	Economy Flexi	USD 25 (1 <sup>ST</sup> CHANGE FREE)	USD 70	USD 50	USD 120	
	Business Saver	USD 15 (1 <sup>ST</sup> CHANGE FREE)	USD 50	USD 65	USD 115	

economy saver ,flexi, business flexi)	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	Not Available	Not Available	Not Available		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 150	USD 110	USD 200	
UNITED KINGDOM (LONDON/ MANCHESTER) to BANGLADESH	Economy Saver	GBP 80	GBP 120	GBP 150	GBP 200	
	Economy Saver Advance Purchase (AP)	GBP 80	GBP 100	Non Refundable	Non Refundable	
	Economy Flexi	GBP 80	GBP 120	GBP 100	GBP 200	GBP22 5 IF CHNG MADE AFTER DEP
	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 250	USD 200	USD 300	For <b>Child</b> Fare 90% of applicable charges. <b>Infant:</b> No fee
	Economy Flexi	USD 100	USD 250	USD 200	USD 300	
	Premium Economy (W) & Business Saver (D)	USD 100	USD 250	USD 200	USD 300	
	Business Flexi (C/J/R)	USD 100	USD 250	USD 200	USD 300	
CANADA to BANGLADESH	Economy Saver	CAD 100	CAD 250	CAD 200	CAD 300	For <b>Child</b> Fare 90% of applicable charges. <b>Infant:</b> No fee
	Economy Flexi	CAD 100	CAD 250	CAD 200	CAD 300	
	Premium Economy (W) & Business Saver (D)	CAD 100	CAD 250	CAD 200	CAD 300	
	Business Flexi (C/J)	CAD 100	CAD 250	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 50	USD 100	
	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)	USD 40	USD 50	USD 50	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)	USD 50 (allows only other higher fare type)	100% Base Fare (not refundable)	100% Base Fare (not refundable)	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 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)	USD 25	USD 50	USD 50	USD 100	

Sector/ Fare Origin	Brand Name  Name/ Provision	Date Change Fee				Refund Fee			
		The 1st Date Change Before 72 hours	Before 72 Hours	Within 72 hours	No Show	Within 24 hours of ticketing	Before 72 Hours	Within 72 hours	No Show
ITALY (ROME) TO BANGLADES H	Early Bird	FREE	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
	Economy Basic	FREE	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
	Economy Power	FREE	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
	Economy Flexi	FREE	FREE	FREE	EUR 100	FREE	EUR 150	EUR 200	EUR 250
	Premium Economy	FREE	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
	Business Standard	FREE	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
	Business Comfort	FREE	FREE	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
BANGLADES H TO ITALY (ROME)	Economy Basic (V,E)	FREE	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Economy Power(M,L,P)	FREE	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Economy Flexi(N,A,Y)	FREE	FREE	FREE	USD 100	FREE	USD 150	USD 200	USD 250
	Premium Economy (W)	FREE	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Business Standard	FREE	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Business Comfort (C,J)	FREE	FREE	FREE	USD 150	FREE	USD 150	USD 200	USD 250

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 cancellation/ refund.
2. Please mention **all passenger(s) name & E-ticket Number** 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).****