

BG Refund & Change Policy

Domestic Sectors (BD-BD)					
Fare Class	Date Change fee		Refund Charge		Remarks
Brand Name	Before 24 HRS of flight departure	Within 24 hours/ after flight departure/ NS	Before 24 hours of flight departure	Within 24 hours/ after flight departure/ NS	
Economy/Business	BDT 1000	BDT 1500	BDT 1500	BDT 2000	For Child 75% , Infant : No fee

International Sectors

Fare Origin	Fare Type	Date Change Fee		Refund Charge		Remarks
From / To	Fare Brand Name & Provision	B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	NO SHOW REFUND	
BANGLADESH to KATHMANDU	Economy Saver /Flexi	USD 10	USD 20	USD 15/20	USD 35/40	For Child fee 75% of applicable charges. Infant : No fee
	Business Saver/Flexi	USD 15	USD 20/ 30	USD 20	USD 40/ 50	
KATHMANDU to BANGLADESH	Economy Saver/ Flexi	USD 10	USD 30	USD 25	USD 55	
	Business Saver/Flexi	USD 15	USD 35	USD 25	USD 60	
BANGLADESH to KOLKATA	Economy Saver	USD 10 **	USD 20	USD 15	USD 35	1st change Free **2 ND SUBSEQUENT CHANGE FEE
	Economy Flexi/Business	USD 10/ 15	USD 20	USD 20	USD 40	
	Business Flexi (C/J)	USD 15	USD 30	USD 20	USD 50	
KOLKATA to BANGLADESH	Economy Saver / Flexi	USD 10	USD 30	USD 25	USD 55	For Child 75% , Infant : No fee
	Business Saver/ Flexi	USD 15	USD 35	USD 25	USD 60	
BANGLADESH to DELHI	Economy Saver /Flexi/ Business	USD 20	USD 50	USD 30	USD 70	For Child 75%, Infant : No fee
DELHI to BANGLADESH	Economy Saver	USD 15 **	USD 30	USD 25	USD 55	** (1ST CHANGE FREE)
BANGLADESH to CHENNAI	Economy Saver /Flexi/Business	USD 25	USD 50	USD 30	USD 60	2 ND SUBSEQUENT CHANGE FEE
CHENNAI to BANGLADESH	Economy Saver /Flexi/Business *** (1ST CHANGE FREE)	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	
BANGLADESH to SAUDI ARABIA (JEDDAH/DAMMAM /RIYADH/ MADINAH)	Economy Saver	USD 20	USD 50	USD 100	USD 150	BD to RUH/DMM Refund USD 50 & USD 100
	Economy Flexi	USD 20	USD 50	USD 100	USD 150	
	Business Saver/Flexi	USD 20	USD 50	USD 100	USD 150	
SAUDI ARABIA (JEDDAH/DAMMAM /RIYADH/ MADINAH) to BANGLADESH	Economy Saver	SAR 95	SAR 225	SAR 225	SAR 450	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	SAR 95	SAR 190	SAR 225	SAR 415	
	Premium Economy & Business Saver	SAR 75	SAR 190	SAR 245	SAR 430	
BANGLADESH to UAE (DUBAI/ABU DHABI/ SHARJAH)	Economy Saver	USD 20	USD 100	USD 40	USD 140	For Child Fare 75% of applicable charges. Infant: No fee
	Premium Eco and Business	USD 25/ 20	USD 100	USD 40	USD 140	
UAE (DUBAI/ABU DHABI/ SHARJAH) to BANGLADESH 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	
BANGLADESH to DOHA	Economy Saver	USD 25	USD 55	USD 50	USD 105	For Child 75% , Infant: No fee ** 1ST CHANGE FREE, 2ND SUBSEQUENT CHANGE
	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	
DOHA to BANGLADESH	Economy Saver	QAR 100	QAR 240	QAR 220	QAR 460	
	Economy Flexi	2 ND SUBSEQUENT CHANGE FEE QAR 80	QAR 220	QAR 220	QAR 440	
	Premium Economy & Business Saver	QAR 100	QAR 240	QAR 220	QAR 460	
	Business Flexi (C/J)	QAR 80	QAR 220	QAR 220	QAR 440	
BANGLADESH to MUSCAT	Economy Saver	USD 25	USD 55	USD 50	USD 105	
	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	
OMAN (MUSCAT) to BANGLADESH	Economy Saver	OMR 10	OMR 25	OMR 24	OMR 50	
	Economy Flexi	OMR 08	OMR 24	OMR 24	OMR 48	
	Premium Economy & Business Saver	OMR 10	OMR 25	OMR 24	OMR 50	
	Business Flexi (C/J)	OMR 08	OMR 24	OMR 24	OMR 48	
BANGLADESH to KUWAIT	Economy Saver	USD 25	USD 55	USD 50	USD 105	For Child 75%. Infant: No fee
	Economy Flexi/Business	USD 20/25	USD 50/55	USD 50/60	USD 100/115	
	Business Flexi (C/J)	USD 20	USD 60	USD 60	USD 120	
KUWAIT to BANGLADESH	Economy Saver	KWD 08	KWD 20	KWD 22	KWD 40	
	Economy /Business	KWD 07/08	KWD 19/20	KWD 20/22	KWD 38/40	

	Brand Name/Provision	B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	WITHIN 24 HRS/NS	
BANGLADESH to SINGAPORE	Economy Saver	USD 30	USD 50	USD 70	USD 120	
	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 06APR23 (1 ST CHANGE FREE)	Economy Saver	USD 30	USD 50	USD 50	USD 100	
	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	
		Change Fee		Refund Fee		
BANGLADESH to BANGKOK	Economy Saver /Flexi	USD 40	USD 50	USD 70	USD 120	
	Business Saver	USD 40	USD 50	USD 50	USD 100	
BANGKOK to BANGLADESH	Economy Saver /Flexi/Business	USD 40	USD 50	USD 70	USD 120	
	Business Flexi (C/J)	USD 40	USD 50	USD 100	USD 150	
		Change Fee		Refund Fee		
BANGLADESH to KUALA LUMPUR	Economy Saver /Flexi	USD 30	USD 60	USD 90	USD 150	
	Business Saver	USD 15	USD 60	USD 90	USD 190	
	Business Flexi (C/J)	USD 30	USD 70	USD 100	USD 170	
KUALA LUMPUR To BANGLADESH	Economy Saver/Flexi	USD 25 (1 ST CHANGE FREE)	USD 70	USD 50	USD 120	
	Business Saver	USD 15 (1 ST CHANGE FREE)	USD 50	USD 50	USD 120	
	Business Flexi (C/J)	USD 25 (1 ST CHANGE FREE)	USD 80	USD 70	USD 150	

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	Within 72 HRS/NO SHOW REFUND			
BANGLADESH to UK (LONDON/ MANCHESTER)	Economy Saver	USD 100	USD 160	USD 100	USD 200		For Child Fee 90% Infant: No fee	
	Economy Flexi /Business	USD 80	USD 150	USD 100	USD 200			
	Business Flexi (C/J/R)	USD 80	USD 150	USD 110	USD200			
UNITED KINGDOM (LONDON/ MANCHESTER) to BANGLADESH	Advance Purchase (ADVP)	GBP 80	GBP 120	GBP 150	GBP 200			
	Economy Saver	GBP 80	GBP 120	GBP 150	GBP 200			
	Economy Flexi	GBP 80	GBP 120	GBP 150	GBP 200	GBP225 IF AFTER DEP		
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	WITHIN 72 HRS/NS	NS REFUND	
BANGLADESH to CANADA	Economy/ Business	USD 100	USD 200	USD 250	USD 200	USD 300	USD 350	For Child Fee 90%. Infant: No fee
CANADA to BANGLADESH	Economy/ Business	CAD 100	CAD 200	CAD 250	CAD 200	CAD 300	CAD 350	

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/Business	USD 40	USD 50	USD 50	USD 100	For Child Fee 75%. Infant: No fee
CANTON to BANGLADESH	Economy/Business	USD 40	USD 50	USD 50	USD 100	

From – To	Brand Name/Provision	B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	NO SHOW REFUND	
BANGLADESH to NARITA	Economy/Business	USD 40	USD 70	USD 100	USD 150	For Child Fee 75% Infant: No fee
	Economy Saver	USD 50	USD 80	USD 100	USD 150	
NARITA To BANGLADESH	Economy/Business	USD 40	USD 70	USD 100	USD 150	For Child Fee 75% Infant: No fee
	Economy Saver	USD 50	USD 80	USD 100	USD 150	

	Brand Name	Date Change Fee				Refund Fee			
Sector/ Origin	Name/ Provision	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 BANGLADESH	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	EUR 50	EUR 100	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	EUR 50	EUR 100	EUR 150	FREE	EUR 150	EUR 200	EUR 250
BANGLADESH TO ITALY (ROME)	Economy Basic (V,E)	--	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Economy Power(M,L,P)	--	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Economy Flexi(N,A,Y)	--	USD 50	USD 100	USD 100	FREE	USD 150	USD 200	USD 250
	Premium Economy (W)	--	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Business Standard	--	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250
	Business Comfort (C,J)	--	USD 50	USD 100	USD 150	FREE	USD 150	USD 200	USD 250

Early Bird RBD – T (International Sectors: **100% Base Fare Non- Refundable – CCU/DEL/MAA**)

Early Bird RBD – T (London/Manchester: **Refund charge GBP 300**)

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:

- 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 cancelation/ 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 without further notification.
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) issued ticket, please retrieve reservation online with Booking Ref/ PNR & Last Name, select **DATE CHANGE** option and continue.
14. **Only travel date can be changed, ticket rerouting is not allowed.**
15. If refunded amount is not received after 28 working days, please contact with iberefund@biman.gov.bd & iberevenue@biman.gov.bd with Booking PNR and ticket number.
16. Do not submit USED Tickets for refund or any compensation due to flight delay/ cancelation.