

# Terms and Conditions for Internet Bookings

## General

With the introduction of online booking and ticketing through the Internet Booking Engine (IBE), passengers can purchase tickets using Debit/Credit Cards, Internet Banking, or Mobile Financial Services (MFS) via Biman's official website: [www.biman-airlines.com](http://www.biman-airlines.com) and Mobile App.

## Passenger Awareness

Passengers are required to present the credit card used for online payment during check-in for verification. Failure to present the same card may result in denial of travel.

## Internet Bookings

The Biman Bangladesh Airlines Internet Booking System is currently available only for flights operated by Biman Bangladesh Airlines. You must use this facility solely for legitimate reservations.

You may book up to **nine (9) passengers** in a single transaction, including adults and children. A maximum of **two (2) infants** accompanied by an adult may also be booked per transaction. It is the passenger's responsibility to ensure the correctness of the age provided for children and infants at the time of booking.

- An **infant** is one who has not reached their second birthday on the date of completion of the journey.
- A **child** is one who has reached their second birthday but not yet their twelfth birthday on the date of completion of the journey.

Passengers must read and understand all applicable *Fare Rules* displayed during the booking process. Completion of the booking implies acceptance of these terms. For clarification or additional information, passengers are advised to contact the nearest Biman Bangladesh Airlines Office.

Passengers should reconfirm the departure time and date prior to travel by checking with the nearest Biman office, airport, or through the website. Biman Bangladesh Airlines assumes no liability for delays, cancellations, or schedule changes due to any reason whatsoever.

## **User Profile**

To make a booking, you may register on our website. Upon registration, a user ID will be assigned, which can be used for future transactions. Your personal profile (including email address, contact number, and address) will be stored to facilitate quicker future bookings. You are responsible for maintaining the confidentiality of your user ID and password. Do not share these details with anyone to prevent misuse. All information is provided voluntarily, and Biman Bangladesh Airlines bears no responsibility for its accuracy or misuse by third parties.

## **Mode of Payment**

Payments for online bookings can be made using the following methods:

- Credit Cards (Visa, Master, American Express, DBBL Nexus Card)
- Internet Banking
- Mobile Financial Services (MFS)

## **Age and Warranty**

By using this service, you confirm that you are of legal age and possess the authority to create binding obligations arising from your use of this service. You warrant that all information provided by you or on behalf of accompanying passengers is true and accurate.

## **Documentation (Where Applicable)**

Passengers are solely responsible for ensuring the validity and correctness of all travel documents, including passports, visas, and resident permits. Biman Bangladesh Airlines will not be responsible for complications arising from incomplete or incorrect documentation.

## **Airport Taxes (If Applicable)**

All known taxes will be collected at the time of ticketing. Some airports may impose additional departure taxes payable locally at the airport.

## **Conditions of Contract**

Carriage of passengers and baggage is subject to the Conditions of Carriage of Biman Bangladesh Airlines and applicable General Terms and Conditions for Passenger and Baggage Handling.

## **Rights and Restrictions**

All rights, including copyrights and patents, related to software, information, and materials available through the Biman Bangladesh Airlines Online Booking Facility are owned by Biman Bangladesh Airlines and its licensors. You may not download, export, or reproduce any software or material without prior written permission from Biman Bangladesh Airlines.

## **Prohibition of Unlawful Use**

You agree not to use the Biman Bangladesh Airlines Online Booking Facility for:

- Any speculative, false, or fraudulent booking;
- Any unlawful purpose;
- Any activity that interferes with system availability or access for other users; or
- Obtaining information through unauthorized means.

## **Warranty and Representation**

Biman Bangladesh Airlines Ltd. does not guarantee that access to its online booking facility will be uninterrupted or error-free, or that information or software available through it will be free from viruses, worms, Trojan horses, or other harmful components.

## **Issuance of E-Ticket**

You may make a booking and payment online by credit card. Upon completion, you can print your E-ticket and present it at the airport check-in counter to receive your boarding pass. It is mandatory to present the printed E-ticket at check-in.

## **Terms & Conditions for E-Ticket**

- E-ticketing is a paperless service provided by Biman Bangladesh Airlines.
- E-tickets can be issued for both normal and market fares, with other applicable fare types notified as required.
- A digital copy of your ticket is securely stored in Biman's system.
- After purchase, a printable *Itinerary Receipt* will be displayed on your screen.
- You must print and present this *Itinerary Receipt* along with valid photo identification (Passport or National ID) at airport entry and check-in.
- Do not mutilate or fold your *Itinerary Receipt*.
- The printout is valid only when presented with matching identification and booking records.
- Never share your password or allow others to transact on your behalf.
- Always carry the photo ID used during booking and cooperate with security and check-in staff when requested.

## **Refund of Credit Card Tickets**

Refunds for tickets purchased using a credit card are subject to the following conditions:

- Cash refunds or MCO (Miscellaneous Charges Order) refunds are not permitted.
- Refunds will be processed under the current BSP/ET Refund Policy.
- Payment will be made only to the cardholder's bank account with the authorization of the Manager, Revenue Accounts.
- The refundable amount will be credited through the Refund Request Form process.

- The refund currency must be the same as the currency of sale.
- Applicable Merchant Discount Rate (MDR) and refund service charges will be deducted from the refunded amount.

## **Passenger Action in Case of Refund**

Passengers must submit a Refund Request through any of the following:

- Online form: <https://biman-airlines.com/refund-request#gsc.tab=0>
- Email: [iberefund@biman.gov.bd](mailto:iberefund@biman.gov.bd) or [ibebiman@biman.gov.bd](mailto:ibebiman@biman.gov.bd)

## **Contact Information**

**For assistance or queries, please contact:**

- **Ticketing Issues:** [eticket.helpdesk@biman.gov.bd](mailto:eticket.helpdesk@biman.gov.bd)
- **Web Booking:** [ibebiman@biman.gov.bd](mailto:ibebiman@biman.gov.bd)
- **Transaction Settlement:** [iberevenue@biman.gov.bd](mailto:iberevenue@biman.gov.bd) / [iberefund@biman.gov.bd](mailto:iberefund@biman.gov.bd)

## **Disclaimer of Warranties and Limitation of Liability**

Information on this website may contain inaccuracies or typographical errors. Biman Bangladesh Airlines Ltd. makes no representations about the suitability or accuracy of any information, products, or services for any purpose. All such information and services are provided “as is,” without any warranty of any kind. Biman Bangladesh Airlines Ltd. disclaims all implied warranties, including merchantability, fitness for purpose, and non-infringement. Carriage by air using a ticket purchased through this website is governed by the Conditions of Carriage and the **Carriage by Air Act, 1971**.

## **Modification of Terms and Conditions**

Biman Bangladesh Airlines Ltd. reserves the right to modify these Terms and Conditions at any time without prior notice or liability. Passengers are responsible for reviewing the latest Terms and Conditions regularly. Continued use of the Biman Bangladesh Airlines online booking facility constitutes acceptance of any such modifications.