

BG Refund & Change Policy

Domestic Sectors (BD-BD)					
Fare Class	Date Change fee		Refund Charges		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 Charges		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 Charges		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 50	USD 100	USD 100	USD 150	For Child Fare 75% of applicable charges. Infant: No fee
	Economy Flexi	USD 50	USD 100	USD 100	USD 150	
	Business Saver/Flexi	USD 50	USD 100	USD 100	USD 150	
SAUDI ARABIA (JEDDAH/DAMMAM /RIYADH/ MADINAH) to BANGLADESH	Economy Saver	SAR 95	SAR 225	SAR 225	SAR 450	
	Economy Flexi	SAR 75	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 50	USD 100	USD 100	USD 150	For Child Fare 75% of applicable charges. Infant: No fee
	Premium Eco and Business	USD 50	USD 100	USD 100	USD 150	
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 50	USD 100	USD 100	USD 150	For Child 75% , Infant: No fee ** 1ST CHANGE FREE, 2ND SUBSEQUENT CHANGE
	Economy Flexi	USD 50	USD 100	USD 100	USD 150	
	Premium Economy & Business Saver	USD 50	USD 100	USD 100	USD 150	
	Business Flexi (C/J)	USD 50	USD 100	USD 100	USD 150	
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 50	USD 100	USD 100	USD 150	
	Economy Flexi	USD 50	USD 100	USD 100	USD 150	
	Premium Economy & Business Saver	USD 50	USD 100	USD 100	USD 150	
	Business Flexi (C/J)	USD 50	USD 100	USD 100	USD 150	
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 50	USD 100	USD 100	USD 150	For Child 75%. Infant: No fee
	Economy Flexi/Business	USD 50	USD 100	USD 100	USD 150	
	Business Flexi (C/J)	USD 50	USD 100	USD 100	USD 150	

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	
Fare Origin	Fare Type	Date Change Fee		Refund Charges		Remarks
	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 Charges		
BANGLADESH to BANGKOK	Economy Saver /Flexi	USD 40	USD 50	USD 70	USD 120	
	Business Saver	USD 40	USD 50	USD 70	USD 120	
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	
	Brand Name/Provision	B4 24 HOURS	WITHIN 24 HRS/NS	B4 24 HOURS	WITHIN 24 HRS/NS	AFTER DEPARTURE
BANGLADESH to KUALA LUMPUR	Economy Saver /Flexi	USD 30	USD 60/100	USD 90	USD 150	USD 190
	Business Saver	USD 15	USD 60/100	USD 90	USD 190	USD 190
	Business Flexi (C/J)	USD 30	USD60/100	USD 100	USD 170	USD 190
KUALA LUMPUR To BANGLADESH	Economy Saver/Flexi	USD 25 (1 ST CHANGE FREE)	USD 70	USD 50	USD 120	USD 120
	Business Saver	USD 15 (1 ST CHANGE FREE)	USD 70	USD 50	USD 120	USD 120
	Business Flexi (C/J)	USD 25 (1 ST CHANGE FREE)	USD 70	USD 70	USD 150	USD 120
		Change Fee		Refund Charges		
BANGLADESH to KARACHI	Economy Saver /Flexi/Business	USD 20	USD 40	USD 40	USD 80	
KARACHI to BANGLADESH	Economy Saver /Flexi/Business	USD 20	USD 40	USD 40	USD 80	
DELHI/CHENNAI to KARACHI	Economy Saver /Flexi/Business	USD 25	USD 40	USD 50	USD 100	
KARACHI to DELHI/CHENNAI	Economy Saver /Flexi/Business	USD 25	USD 40	USD 50	USD 100	

Fare Origin	Fare Type		Date Change Fee			Refund Charges			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 150	USD 200	USD 250	For Child Fee 90% Infant: No fee	
	Economy Flexi /Business		USD 100	USD 160	USD 150	USD 200	USD 250		
	Business Flexi (C/J/R)		USD 100	USD 160	USD 150	USD200	USD 250		
UNITED KINGDOM (LONDON/ MANCHESTER) to BANGLADESH	Advance Purchase (ADVP)		GBP 80	GBP 120/ NS -GBP 150	GBP 150	GBP 200	GBP 200		
	Economy Saver		GBP 80	GBP 120/ NS -GBP 150	GBP 150	GBP 200	GBP 200		
	Economy Flexi		GBP 80	GBP 120/ NS -GBP 150	GBP 150	GBP 200	GBP225 IF AFTER DEP	For Child Fee 90% Infant: No fee	
	Business Saver/ Flexi		GBP 80	GBP 200/ NS -GBP 150	GBP 150	GBP 200			
	Early Bird (T)		GBP 100	GBP 200	GBP 200	GBP 300			
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/ Premium Economy/ Business Class	USD 100	USD 200	USD 250	USD 200	USD 300	USD 350	For Child Fee 90%. Infant: No fee	
CANADA to BANGLADESH	Economy/ Premium Economy/ Business Class	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/INDIA to CANTON	Economy/Business	USD 40	USD 50	USD 50	USD 100	For Child Fee 75%. Infant: No fee
CANTON to BANGLADESH/INDIA	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 50	USD 80	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 Charges		
Sector/ Fare Origin	Name/ Provision	Before 72 Hours	Within 72 hours	No Show	Before 72 Hours	Within 72 hours	No Show
ITALY (ROME) TO BANGLADESH	Early Bird	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
	Economy Basic	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
	Economy Power	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
	Economy Flexi	EUR 25	EUR 100	EUR 100	EUR 150	EUR 200	EUR 250
	Premium Economy	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
	Business Standard	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
	Business Comfort	EUR 25	EUR 100	EUR 150	EUR 150	EUR 200	EUR 250
BANGLADESH TO ITALY (ROME)	Economy Basic (V,E)	USD 50	USD 100	USD 150	USD 150	USD 200	USD 250
	Economy Power(M,L,P)	USD 50	USD 100	USD 150	USD 150	USD 200	USD 250
	Economy Flexi(N,A,Y)	USD 50	USD 100	USD 100	USD 150	USD 200	USD 250
	Premium Economy (W)	USD 50	USD 100	USD 150	USD 150	USD 200	USD 250
	Business Standard	USD 50	USD 100	USD 150	USD 150	USD 200	USD 250
	Business Comfort (C,J)	USD 50	USD 100	USD 150	USD 150	USD 200	USD 250

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

Economy Super Saver RBDs - **S**
Economy Saver RBDs - **V, E, M, K, B, H**
Economy Flexi-RBDs - **L, N, A, Y**
Premium Economy - RBD - **W**
Business Saver - **D**
Business Flexi - **C/J**

Terms & Conditions

- Eligibility for Online Refund:** Only ticket(s) issued through the official Biman Bangladesh Airlines website, www.biman-airlines.com, will be processed through the online refund facility. For ticket(s) issued by a Biman Sales Office, Call Center, travel agent, or online travel portal, passengers are advised to contact the respective issuing office, agent, or authority for cancellation and refund processing.

2. **Passenger and Ticket Details:** Please ensure that the full name(s) of all passenger(s) and the corresponding E-ticket Number(s) are correctly mentioned in the Refund Request Form before submission.
3. **Irreversible Refund Request:** Once a refund request is **SUBMITTED**, it cannot be reversed or cancelled. The reservation will be cancelled and the ticket(s) will be processed for refund without further notification.
4. **Mode of Refund:** The refunded amount will be reimbursed through the same mode of payment that was used for the original ticket purchase.
5. **Refund Processing Time:** Refund processing may take approximately **04 (four) working weeks**.
6. **Declined Transactions:** For declined transactions, passengers are advised to contact their respective card-issuing bank for further assistance.
7. **Refund Request Submission Time and Bank Charges:** For online refund requests, the date and time when the refund request email is received by the concerned Refund Team will be considered the official refund request submission time for the purpose of refund calculation. Applicable **Bank Settlement Charges (MDR)** will be deducted accordingly.
8. **Partial Refund:** In case of a **partial refund**, including an unutilized coupon of a return ticket, the applicable **one-way market fare, taxes, and refund charges**, as per the applicable fare rules, will be deducted from the refundable amount.
9. **Ticket Validity:** A ticket will no longer be valid for travel, exchange, or refund after the expiry of its ticket validity period.
10. **Date Change:** If you wish to change your travel date, **do not submit an online refund request**.
11. **Sequence Break:** A ticket with a sequence break, where the first flight coupon is unutilized and the second flight coupon has been used, is **not eligible for refund**.
12. **Missed Flight / No-Show:** In case of a missed flight or **NO-SHOW**, the ticket may be revalidated/exchanged for further travel within the ticket validity period, subject to payment of applicable date-change and/or no-show charges. Such transactions must be processed through Biman Sales Counters or the Biman Call Center (**within Bangladesh only**), subject to applicable fare rules and conditions.
13. **Online Date Change / Ticket Exchange:** For ticket(s) issued through www.biman-airlines.com, passengers may retrieve their reservation online using the **Booking Reference/PNR and Last Name**, select the **DATE CHANGE** option, and proceed as instructed.
14. **Restriction on Rerouting:** Only the travel date may be changed through the online facility. **Rerouting of the ticket is not permitted**.
15. **Refund Not Received Within 28 Working Days:** If the refunded amount has not been received after **28 working days**, please contact iberefund@biman.gov.bd and iberevenue@biman.gov.bd, providing your Booking PNR and E-ticket Number for further assistance.
16. **Used Tickets/ Flight Disruption Compensation:** **Do not submit a used ticket for a refund**. Claims for compensation arising from flight delays or cancellations should not be submitted through the online refund request facility. Passengers should contact the concerned Biman Sales Office or the appropriate Biman authority for applicable assistance.