



TERMS AND CONDITIONS FOR INTERNET BOOKINGS

GENERAL

With the introduction of booking/ticketing through IBE (Internet Booking Engine) which permits passengers to purchase tickets by using debit or credit card through Biman's web-link www.biman-airlines.com.

PASSENGER AWARENESS

You are fully aware of the verification and are advised to present your credit card; those passengers who fail to present their credit card must not be accepted for travel.

INTERNET BOOKINGS

The Biman Bangladesh Airlines Internet booking system is currently available only for flights operated by Biman Bangladesh Airlines. You will use the Biman Bangladesh Airlines online booking facility to make only legitimate reservations.

You can book online for a maximum of 6 passengers in a single booking which can be a combination of adults and children. Infants can also be booked provided each infant is accompanied by an adult.

You are responsible for the correctness of the age of children and infants booked by you online. An infant is one who has not yet reached his/her second birthday on the date of commencement of journey while a child is one who has reached his/her second birthday but not yet reached his/her twelfth birthday on the date of commencement of journey.

Bookings within 48 hours of departure cannot be made through our Website. Please contact the nearest Biman Bangladesh Airlines office for any assistance.

You are responsible to read all 'Fare rules' mentioned on each web page displayed while booking on our website. Biman Bangladesh Airlines will consider as accepted these notes and rules if you complete booking process.

User in his own interest is requested to confirm this information from the nearest Biman Bangladesh Airlines office in case of any doubts.

The passengers are requested to confirm the time, and date of departure from the nearest booking office, Airport or through the website in advance before the journey. Biman Bangladesh Airlines assumes no responsibility whatsoever on account of delay or cancellation of flight for any reason whatsoever including change in flight schedule.

USER PROFILE

In order to make bookings you may register online on our website and, a user ID will be allotted to you, which can be used in all future transactions. Your personal profile such as email address, home and business address, phone and fax numbers will be stored.

This will help us in providing you with our optimum service and save your time for future bookings. Your user ID and password are confidential and should not be revealed to any person to prevent its misuse. All information shall be provided at the option of the passenger and Biman Bangladesh Airlines bears no liability towards the same.

MODE OF PAYMENT

The mode of payment will be through credit cards [Visa / MasterCard].



AGE AND WARRANTY

You suppose that you are of sufficient legal age to use this service, and you possess the legal right and ability to create binding obligations for any liability you may incur as a result of the use of this service.

You warrant that all information supplied by you and members of your family in using the booking facility are true and accurate.

DOCUMENTATIONS (WHEREVER APPLICABLE)

The responsibility to ensure the correctness of all documentations including valid resident permit, passport & visa (if required) rests solely with you.

Biman Bangladesh Airlines will not be responsible for any complication arising out of incomplete or improper documentation on your part.

AIRPORT TAXES (IF APPLICABLE)

At the time of ticketing all known taxes will be collected on your ticket. Some airports will levy an airport departure tax, which is payable by passengers at the airport locally.

CONDITIONS OF CONTRACT:

The carriage of passengers and their baggage by air will be subject to the Conditions of Carriage of the carrier. [General Terms & Conditions](#) for Passengers & Baggage handling will be followed.

RIGHTS AND RESTRICTIONS

Biman Bangladesh Airlines and its licensors retain all rights (including copyright and patent rights) with respect to all software and underlying information and material available through the Biman Bangladesh Airlines Online booking facility.

You must not download or otherwise export or re-export any software or underlying information or material available through the Biman Bangladesh Airlines Online booking facility except with the written permission of Biman Bangladesh Airlines Ltd.

PROHIBITION OF UNLAWFUL USE

You will not use the Biman Bangladesh Airlines online booking facility to make any speculative, false or fraudulent reservation. You will not use this Website for any purpose that is unlawful or prohibited by these Conditions of Use. You must not:

- use the Biman Bangladesh Airlines Online booking facility for any activity which breaches any law; or
- use the Biman Bangladesh Airlines Online booking facility in a way which interferes with its availability for other users; or
- use other means to transact or obtain information if you are unable to use the Biman Bangladesh Airlines Online booking facility.



WARRANTY AND REPRESENTATION

Biman Bangladesh Airlines Ltd does not warrant or represent that your access to the Biman Bangladesh Airlines Online booking facility will be uninterrupted or error-free or that any information, data, content, software or other material accessible through the Biman Bangladesh Airlines Online booking facility will be free of bugs, viruses, worms, Trojan horses or other harmful components.

ISSUANCE OF E-TICKET

Make a booking and pay online by credit card. Print an E-ticket on your personal printer and present it at the check-in counter for a boarding card. It is mandatory to produce E-ticket at check-in point.

TERMS & CONDITIONS FOR E-TICKET

- E-ticket is Biman Bangladesh Airlines' paper-less travel service.
- E-ticket can be issued for normal fares as well as market fares. Other applicable may also be notified from time to time.
- The image of the ticket purchased by you is stored in the Biman Bangladesh Airlines server.
- Once ticket is purchased the system will generate a printable Itinerary Receipt and the same will be displayed on your PC.
- You should print this Itinerary Receipt and use it for your access to the airport and check-in.
- To enter the airport and for check-in, you must present the original printout of the Itinerary Receipt along with a valid photo identification (Passport / National ID Card).
- You should not mutilate, tear or make multi-folds on your printout of the Itinerary Receipt.
- The printout of the Itinerary Receipt would only have a value when seen with the photo-identity document and the booking record in the Biman Bangladesh Airlines reservation system. Therefore you should not worry that a copy of your printout would be misused. However, you should:
 - Be careful as to never share your password with anyone;
 - Never allow anyone to transact on your behalf;
 - Always carry your photo- identity document selected at the time of the booking along with the E-ticket;

Please co-operate with the security and the check-in staff when asked to show your photo-identity. This is to prevent a possible rare occurrence of someone else misusing your e-Ticket.

REFUND OF CREDIT CARD TICKETS

Following steps of refund in case of credit card ticket sales must be ensured.

- Cash refund or refunds by means of MCOs are not permissible if ticket was issued against a credit card.
- Refund of credit card tickets will be governed as per New Refund policy under BSP/ET environment.
- Payment of such ticket to be made to cardholder's bank account only with authority of Manager Revenue Accounts.

Following additional actions to be ensured in case of credit card refund:

- The refundable amount will be credited by means of the **Refund Request Form**.



- Currency of refund must be the same as currency of sale.
- In respect of refunds credited to the cardholders account, the sales commission Merchant Discount (MDR) commission and admissible refund charges will be recalled.

PASSENGER ACTION IN CASE OF REFUND

Passenger will submit **Refund Request Form** personally to nearest Biman Office or by e-mail iberefund@bdbiman.com.

CONTACTS

Please contact following in case of queries regarding:

- Ticketing issue: tariff@bdbiman.com; huda_s@bdbiman.com
- Web Booking: ibebiman@bdbiman.com
- Settlement of transaction: mgrrevg@bdbiman.com

DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

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MODIFICATION OF TERMS AND CONDITIONS

Biman Bangladesh Airlines Ltd reserves the right to change these terms and conditions at any time without notice or liability. You are responsible for regularly reviewing these terms and conditions. Continued use of Biman Bangladesh Airlines online booking system following any such changes shall constitute your acceptance of such changes.