



Biman Bangladesh Airlines Ltd. Manchester





STATION INFORMATION

Regional Manager
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Office address:

Biman Bangladesh Airlines Ltd.

ST. JAMES BUILDING
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MANCHESTER, M1 6EG

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E: manuu@bdbiman.com,

E: manuubg@btconnect.com

Web: www.biman-airlines.com

Office hours:

Mon – Fri,
From 09:30am to 05:30pm



BIMAN MANCHESTER STATION CITIZEN CHARTER

Vision

- To offer truly acceptable and quality service to Biman clients /passengers.
- To match with day to day variety of demands from passengers and stake holders.

Mission

- Safe air travel and secure cargo transport along with quality service.
- To assist head office guidelines through expansion of route and above all profit maximization of Biman through increased revenue earning.

SL	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
1	Ticketing	Can be booked and collected from Biman Sales office, Biman approved IATA travel agents and Biman Website	Passport, visa	Price will vary as per availability of seat/baggage allowance/Class.	Within 01 (one) working day	ST. JAMES BUILDING SUITE - BLOCK FB, 4TH FLOOR 61-95 OXFORD STREET MANCHESTER, M1 6EG Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 Fax: +(44) 0161 228 7070 E: manuubg@btconnect.com Web: www.biman-airlines.com
2	Cancellation/ Rebooking and No-show	Respected passenger may contact Biman Reservation or Biman sales office or ticket issuing travel agent	Ticket or booked PNR (Passenger Name Record) or travel date/sector along with Name	<p>Rebooking/date change fees If request made before 72 hours For fare origin BD-USD 50.00 For fare origin UK-GBP 40.00.</p> <p>If request made less than 72 hours (Ticket issued before 01/Jun/2019) For fare origin BD-USD 75.00 For fare origin UK-GBP 70.00. (Ticket issued on/after 01/Jun/2019) For fare origin BD-USD 75.00 For fare origin UK-GBP 120.00. Cancellation less than 72 hours (Ticket issued before 01/Jun/19) departure/no-show at airport- Boarding Gate No-Show Charge- GBP 70.00. (Ticket issued on/after 01/Jun/19) no-show at airport- Boarding Gate No-Show Charge- GBP120.00.</p>	Immediate	Tel: +(44) 0161 228 2636 Tel: +(44) 01612286605 E: manuubg@btconnect.com

SL	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
3	Wheel Chair	Wheel chair to be booked while issuance of ticket	Passport, Visa, Biman Medical Fitness Form duly filled by doctor or GP (Doctors) Certificate is valid for 72 hours from the date of issuance. Form is available at Biman sales/city office.	Wheel chair charge to Dhaka, Chittagong & Sylhet: USD 10.00. Charge to be deposited in advance during issuance of ticket	Immediate	Tel: +(44) 0161 228 2636 Tel: +(44) 01612286605 E: manuubg@btconnect.com
4	Stretcher Patient	Stretcher for patient to be booked well in advance and after confirmation from head office ticket will be issued.	Passport, visa, Accompanying doctor/nurse/passenger, passport & Visa, Biman Medical Form Duly filled by doctor which will be valid for 72 hours from the date issue along with indemnity signed by passenger. Form is available at Biman sales/city office.	Stretcher fare will be available after confirmation of all formalities. Ticket will be issued from Biman sales office after confirmation through Biman Reservation at city office.	Within 03 (three) working days depending on space availability and stretcher confirmation from Dhaka.	Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 E: manuubg@btconnect.com
5	Pregnant Lady	Proper information to be produced while booking to agents or Biman counter.	Passport, Visa, Proof of pregnancy duration by doctor up to 26 weeks only. For 27-32 months of pregnancy, passenger can travel after providing doctors certificate clearly mentioning fit for 11-12 hours' air travel. Crossing 32 weeks of pregnancy, passenger will not be accepted at airport. The certificate is valid for 72 hours from the date of issue.	No extra charge other than ticket price.	Immediate	Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 E: manuubg@btconnect.com

SL	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Office
6	VIP/CIP	While booking or ticketing respected passenger or representative will inform proper ID/designation/rank of passenger	Passport, Visa, ID card with proper designation/rank to be produced	No additional charge.	Immediate	Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 E: manuubg@btconnect.com
7	Unaccompanied minor	Passport, visa along with sender, receiver's full name address mobile, email information are required	Passport, visa for passenger along with sender & receiver passport, ID copy, 3 sets of Biman prescribed form and indemnity.	Adult fare will be applicable. Receiver cell phone and email to be checked and only after confirmation from him/her ticket will be issued.	03 working days	Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 E: manuubg@btconnect.com
8	No-show	Agent may collect no-show charge in favor of own- issued ticket only. All other tickets issued from Biman & Biman- web site, no-show charge can be deposited at Biman sales office.	Passport, visa & ticket copy.	No-show charge (If ticket issued before 01/Jun/2019) For fare origin BD-USD 75.00 For fare origin UK-GBP 70.00. No-show charge (If ticket issued on/after 01/Jun/2019) For fare origin BD-USD 75.00 For fare origin UK-GBP 120.00.	Immediate	Tel: +(44) 0161 228 2636 Tel: +(44) 0161 228 6605 E: manuubg@btconnect.com



GENERAL INFORMATION :

- ❑ AS BIMAN MANCHESTER IS AN OFF LINE STATION. THERE IS NO AIRPORT SERVICE PROVIDE AT MANCHESTER AIRPORT.
- ❑ DUE TO AN OFF LINE STATION THERE IS NO CARGO SERVICE FROM MANCHESTER.



Biman is expecting your kind attention for following:

Free baggage allowance:

Business Class

Checked Baggage: 50 kg will be 02 pieces.

The sum of the 3 dimensions (length + breadth + height) must not exceed 62 inches or 158 centimeters for each piece.

The maximum weight permissible for a single piece of baggage is 30 kgs.

Each adult/child passengers are permitted one piece of carry-on baggage, that may not exceed 20 x 15 x 10 inches (56 x 36 x 23cm) and must weight no more than 10kg for business class.

Economy Class

Checked Baggage: 40 kg will be 02 pieces.

The sum of the 3 dimensions (length + breadth + height) must not exceed 62 inches or 158 centimeters for each piece.

The maximum weight permissible for a single piece of baggage is 30 Kgs.

Each adult/child passengers are permitted one piece of carry-on baggage, that may not exceed 20 x 15 x 10 inches (56 x 36 x 23cm) and must weight no more than 07 kg for Economy class.

Infants in all Classes

Free Baggage Allowance: 10Kgs limited to one piece.

In addition they are entitled to one collapsible stroller/carrycot/infant car seat subject to availability of space.

Excess Baggage Charges

If FBA baggage weight exceeds maximum limit, then excess baggage charge will be GBP 8.00per kg.

Charges for additional extra piece beyond above limit will be as follows;

i) Weight up to 15 kg	GBP 80.00
ii) Weight up to 20 kg	GBP 95.00
iii) Weight up to 30 kg	GBP 110.00

Request/phone call for extra baggage other than free baggage allowance/size without payment should be avoided.

Other important information:

Please ensure passing of all related information while ticketing including both way mobile number along with email.

VIP/CIP request should be properly added while issuance of ticket with proper designation/rank/position of passenger .As such respected passenger or his representative will book/issue ticket showing supporting ID/papers.

Additional/special service (if any) should be requested and deposition of fee/charges (if applicable) in advance.



THANK YOU