



Biman Bangladesh Airlines
Thailand

STATION INFORMATION

Country Manager

Mr. Md.Nazmul Hasan

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Email: bkkuu@bdbiman.com

Station Manager

Mr. Kh.Shahidul Haque

Mob: +66 (0) 819243379

Email: bkkkk@bdbiman.com

Finance Manager

Mr. Md.Nazmul Hassan Khan

Phone:+66 (0) 22333898

Email: bkkab@bdbiman.com

Office address and working hours:

Reservation & City Office: 01F/17A Ocean Insurance Building,163 Surawongse Road,Bangrak,Bangkok-10500

Contact: +66 (0) 22333896-8 Email bkksu@bdbiman.com

Timing

Monday to Friday 0900 to 1700

Saturday 0900 to 1200

Lunch Break 1200 to 1300

Sunday and Govt. Holiday Closed

BIMAN BANGKOK STATION CITIZEN CHARTER

Vision:

- To offer trusted and quality service to Biman valued customers / passengers
- To meet and assist day to day variety of needs from passengers and stake holders

Mission:

- Safe air travel and enhance market share both of Passenger & Cargo transport along with quality service
- To follow head office instructions in order to expansion of routes and maximizing Profits .

BKK CITY OFFICE SERVICES

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 seats on different class(RBD).	Immediate	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8 Email: bkksu@bdbiman.com
2	Cancellation and Rebooking	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	Rebooking/date change fee before 24hrs of flight departure THB 500.00 .Less than 24 hours of flight or No Show THB 1600.00 subject to availability of seats .	Immediate	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8 Email: bkksu@bdbiman.com
3	Wheel Chair	Wheel chair to be booked while issuance of ticket or can book at Airport while Check-In	Passport, Visa, Biman Medical Fitness Form duly filled & signed by doctor .Certificate is valid for 48 hours from the date of issuance. Form is available at Biman sales/city office.	Wheel chair charge THB 800.00	Immediate	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8 Email: bkksu@bdbiman.com
4	Stretcher patient	Stretcher for patient to be booked well in advance and ticket will be issued after confirmation from	Passport, visa, Accompanying attendant or Doctor/Nurse . Biman Medical Form duly filled & signed by	Stretcher fare will be about THB 130000.00.The accompanying attendant fare will be	Within 02(two) working days depending on space	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8

		head office.	doctor which will be valid for 48 hours from the date issue . Form is available at Biman sales/city office..	as per available passenger market price. Ticketing must be from city sales office	availability.	Email: bkksu@bdbiman.com
5	Pregnant Lady	Proper information to be produced while booking to agent/Biman counter.	Passport, Visa, Pregnancy period upto 32 weeks are accepted with Biman medical form duly filled in and Doctor certificate as fit for travel . Crossing 32 weeks of pregnancy, passenger will not be accepted at airport. The certificate is valid for 48 hours from the date of issue.	No extra charge other than ticket price.	Immediate	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8 Email: bkksu@bdbiman.com
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	163 Surawongse Road,Bangrak,Bangkok-10500 Phone +66 (0) 22333896-8 Email: bkksu@bdbiman.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.	02 working days	do
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 atBiman sales office..	Passport, visa & ticket copy.	No-show charge THB 1600.00	Immediate	do

CARGO SERVICE

Cargo import/Export are available through Biman enlisted Cargo Sales Agent only subject to availability of space

BANGKOK AIRPORT SERVICE

General information: Biman flights arrival and departure from Suvarnabhumi Airport

Sl	Name of Service	Service Process	Required Documents	Pricing & Payment	Service Process Duration	Designated Officer
1	Passenger check-in	Passenger will report at check- in counter	Confirmed ticket, Passport , visa	No extra charge other than confirmed ticket	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 15 minutes flight departure.	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
2	Wheel chair	Will be arranged getting wheel chair booking and payment receipt	Booking for wheel-chair along with payment	Wheelchair charge THB 800.00	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 15 minutes flight departure.	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
3	Stretcher patient	Stretcher patient carrying ambulance will enter through separate gate. His representative will contact check-in counter	Passport, visa, Biman medical certificate for air travel that valid for 48 hours from the date of issue	Stretcher patient ticket along with all related charges to be paid in advance at sales counter	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com

					will be closed before 15 minutes flight departure.	
4	VIP/CIP	VIP handling and special attention/ Care taken	As Per Government warrant of recedence	Free	Reporting before 02 hours' flight, counter closed 45 minutes, Boarding gate closed 15 minutes before	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
5	Business class	Free Miracle lounge service at Airport	Passport,Visa,Ticket	No extra other charges except confirmed ticket	Reporting before 02 hours' flight,counter closed 45 minutes , Boarding gate 15 minutes before	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
6	Baggage (departure)	Will be tagged at check-in counter	Confirmed ticket, Passport , visa	Other than free baggage allowance passenger has to pay THB 480/KG.	do	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
7	Baggage (Arrival)	To be collected from arrival baggage belt	Baggage claim-Tag	Free	Immediate upon arrival at Belt	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
8	Transit passenger	Will report at Transit/Transfer desk	Onward confirmed ticket, Passport along with visa	Free	Minimum connecting time 02 hours.	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
9	Hotel arrangement	Hotel accommodation will be arranged if flight delayed more than 08 hours.	do	Free	Before 2 hours flight departure	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
10	Mishandle baggage	Passenger will report at Lost & Found counter . As a first course of action PIR will be issued if baggage not	Confirmed ticket, Passport , visa, claim-	Free	Office hours: Round the clock	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com

		arrived	tag,			
11	Ground feeding	If flight delayed more than 3 hours food will be served	Passport, visa, boarding pass,	Free	Transit or as per stomach time till flight departure	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
12	*Excess baggage	Check-in counter	Confirmed ticket	For excess piece/weight other than *free baggage allowance, passenger has to pay additional charge THB 480.00/KG .	Reporting before 03 hours' flight departure. Check-in counter will be closed before 01-hour flight departure. Boarding gate will be closed before 20 minutes flight departure.	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com
13	Suggestion/complaint	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com	Email or letter stating details along with supporting all papers.	Free	Within possible minimum time	Station Manager Tel: +66 (0) 819243379 Email:bkkkk@bdbiman.com

Biman is expecting your kind attention for following:

*** Free baggage allowance:**

- Checked Baggage: Business Class 45 KG,Economy class 35KG. In both class the maximum weight of suitcase is 32 kg and 02 pieces are allowed per person .

- Hand baggage: 07 kg/01 piece
- Television: Maximum 55" TV in original safety packing can be carried on B-737 aircraft within permissible allowance. Handling charge of TV THB 1000.00 to 3000.00 according to size of TV .
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Other important information:

- Please ensure providing 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.

Restriction at Bangkok Suvarnabhumi International Airport:

Please do not carry electric items like Charger Fan, Bicycle, Toys with battery, Laptop, Power bank, all kinds of charger light, oils, rechargeable batteries etc in checked baggage.

Carriage of Human Remain:

Carriage of human remain is acceptable subject to permissible space available .