

# Terms and Conditions

Flight Type	Check-In Counter	
	Open	Close
International	3 Hours Before Departure (STD)	60 Minutes Before Departure (STD)
Domestic	1 Hour Before Departure (STD)	30 Minutes Before Departure (STD)

STD: Standard time of Departure

Dimensions and Weights of Baggage on all ticket classes	Cabin Bag	Boeing 737-800	The sum of all dimensions (L+B+H) must not exit 115 cm or 46 inches/ Max weight 7 kgs
		Dash8-Q400	The sum of all dimensions (L+B+H) must not exit 72 cm or 28 inches/ Max weight 7 kgs
		ATR 72-600	The sum of all dimensions (L+B+H) must not exit 72 cm or 28 inches/ Max weight 7 kgs
	Check-in Bag	All Fleets	The sum of all dimensions (L+B+H) must not exit 158 cm or 62 inches/ Max weight 30 kgs

1. As used in this contract 'ticket' means this passenger ticket and baggage checks, or the itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, 'carriage' is equivalent to 'transportation', 'carrier' means all air carriers that carry or undertake to carry you or your baggage under this ticket or perform any other service incidental to such air carriage, 'electronic ticket' means the Itinerary/Receipt issued by or on behalf of Carrier, the Electronic Coupons and, if applicable, a boarding document 'We' or 'us' means US-BANGLA AIRLINES. If your journey involves an ultimate destination or stop in a country other than the country of departure, international treaties, known as the Warsaw Convention and the Montreal Convention, may be applicable.

'Warsaw Convention' means the Convention for the Unification of certain Rules Relating to international carriage by Air signed at Warsaw. 12th October 1929, or that convention as amended at The Hague, 28th September 1955, whichever may be applicable. These conventions govern and, in some cases, limit the liability of carriers for death of or personal injury to passengers, and in respect to loss of or damage to baggage.

2. Baggage that has been checked during boarding will be delivered to the bearer of the baggage check. If your baggage is damaged or lost, you must report in writing to us immediately on arrival. No complaints will be deemed valid otherwise.

3. This ticket is good for carriage for 90 days/mentioned for domestic travels and for international travels 180 days/mentioned in the ticket from the date of issue, in carrier's tariffs conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

4. We undertake to ensure our best effort to carry you and your baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. We may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without any prior notice.

5. You are solely responsible for complying with all government travel requirements to undertake such transportation. You shall arrive at the airport by the time fixed by us (check-in counter will be closed 15 minutes before domestic flight departure and 60 minutes before international flight departure) to complete departure formalities. We would deny to aboard you if you fail to report/finish check-in within the time mentioned above.

6. None of our agents, employees or representatives, has the authority to alter, modify or waive any provision contained on the ticket and the conditions of this Contract of Carriage.

7. Liability for loss, delay or damage to baggage is strictly limited for domestic journey unless a higher value is declared in advance and additional charges are paid, the applicable liability limit is USD 20.00 per Kg for International and BDT 1000.00 per kg for domestically for checked baggage. We shall not be liable for any baggage which is improperly or inadequately packed. We assume no liability for fragile, valuable or perishable articles.

## 8. CABIN BAGGAGE ALLOWANCE

Your cabin baggage may be weighed and measured and if necessary, charged for in accordance with valid tariffs. You may carry on board the articles listed below free of charge over and above your free baggage allowance:

- A lady's hand bag, pocket books or purse, which is appropriate to normal travelling Dress and is not being used as a container for the transportation of articles which would otherwise be regarded as baggage
- An overcoat
- An umbrella or walking stick
- A laptop or notebook computer
- A small camera
- A reasonable amount of reading material for the flight
- Infant's food for consumption in flight and infants carrying basket
- A fully collapsible wheelchair and/or a pair of crutches and/or other prosthetic devices for the passenger's use provided the passenger is dependent upon them will be carried only in the luggage hold
- No pets allowed
- Infant's carrying basket and wheelchairs may be used until boarding the aircraft, then will be stowed in the aircraft hold
- Infant's stroller provided the infant is on board the aircraft will go in the luggage hold.

## 9. GENERAL INFORMATION

Please remember to lock your baggage to prevent it from falling open and to help prevent pilferage of its contents. We are not liable for loss, damage to or delay in the delivery of fragile or perishable items, money, jewellery, precious metals, electronic devices, silverware, negotiable papers, securities and other valuables, business documents, passports and other identification documents, samples. Medicines or drugs which are included in your checked and carry on baggage, whether with or without our knowledge.

## 10. IDENTIFICATION OF PASSENGERS

You may be required to produce appropriate identification at the time of check-in. Appropriate photo identification required to avail any special discount/ services.

## 11. IMPORTANT CHANGE OF ITINERARY

We do not require our passengers to reconfirm their onward or return journey on our services unless we advise you otherwise. However, please contact your agent or our reservations/ ticketing office if you wish to change your travel plans.

## 12. IMPORTANT NOTICE REGARDING UNAUTHORIZED TICKETS

US-BANGLA AIRLINES will not recognize for purposes of carriage any ticket purchased from or resold to any source other than US-BANGLA AIRLINES or its authorized travel agents. Passengers should carefully examine their tickets, particularly the conditions of contract and notices contained therein.

## 13. REFUNDS

USBA reserves the right to make a refund only to the person named in the ticket or to the person who originally paid for the ticket. Refund will not be entertained if any claim done after the date of ticket expiry. Ticket issued through any agent must be processed refund by the issuing agent only. After check-in coupon price shall be fully forfeited and considered as "used coupon" which can not be used further.

## 14. CREDIT/DEBIT CARD PAYMENT:

Please be aware that for domestic and cross border transactions\*, you may be charged an additional fee by your credit card/debit card issuing bank on top of the total online transaction fee. This policy is imposed by certain banks on their customers for domestic cross-border transactions and shall be reflected in your upcoming credit card/debit card statement from your issuing bank. For more information, please contact your issuing bank.

## 15. IMPORTANT LABEL YOUR BAG

For the purpose of easy identification, please label all baggage inside and outside with your name and address.

## 16. RIGHT TO REFUSE CARRIAGE

We may refuse to carry you and/ or your baggage from a flight, if this is determined to be necessary or appropriate for safety reasons, or for the comfort and convenience of passengers. You or any other passenger will also be refused carriage, or removed from a flight, if your or their behaviour is such as to threaten safety, good order, or discipline on board the aircraft, or to cause discomfort, inconvenience, or annoyance to passengers or crew members.

## 17. NOTICE OF GOVERNMENT IMPOSED TAXES, FEES AND SURCHARGES

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by the government, concern authorities and the carrier. These taxes, fees and charges which may represent as significant portion of the cost of air travel, are either included in the fare or shown separately in the "TAX" box(es) of this ticket. You may also be required to pay taxes, fees and charges which were not collected at the time of issuance.

## 18. WEATHER ADVISORY

At times flights are disrupted due to weather conditions that are beyond control. We always try our level best to ensure that our customers do not suffer waiting for their flights at the airports due to any flight disruption and we try to inform them in advance but at times it is not possible to reach customers due to last minute constrains. As such we would like to recommend to our valued customers to call flight information prior to proceeding for the airport.

## 19. RESTRICTED AND DANGEROUS ARTICLES IN BAGGAGE

For safety reasons, dangerous goods as defined in the International Air Transport Association (IATA) Dangerous Goods Regulations such as those listed below shall not be carried as, within or as part of your baggage:

- Briefcases and attach cases with installed alarm or pyrotechnic devices
- Explosives, munitions, fireworks, flares, firearms, handguns or any other weapons
- Gases (flammable, non-flammable and poisonous) such as camping gas
- Flammable liquids such as lighter or heating fuels
- Flammable solids, such as matches and articles which are easily ignited, substances liable to spontaneous combustion, substances which emit flammable gases on contact with water
- Oxidizing substances (such as bleaching powder and peroxides)
- Poisonous (toxic) and infectious substances
- Radioactive materials
- Corrosives (such as mercury, acids, alkalis and wet cell batteries)
- Magnetized materials and miscellaneous dangerous goods as listed in the IATA Dangerous Goods Regulations



HAVE A PLEASANT JOURNEY | BE WITH US

**SALES OFFICES:** DHAKA: 0177777810-821, CHATTOGRAM: 0177777822-828, COX'S BAZAR: 0177777841-842, SYLHET: 0177777829-830, JASHORE: 0177777833-834  
KHULNA: 0177777838-839, SAIDPUR: 0177777844-845, RANGPUR: 0177777847, RAJSHAHI: 0177777850-851, BARISHAL: 0177777848-849  
**HOME DELIVERY:** DHAKA: 01730713854, 0177777863, 01730713841, 0177707522. CHATTOGRAM: 0177707628, SYLHET: 0177777862, BARISHAL: 0177707530

✉ reservation@usbair.com ☎ Hotline: 13605 or 0177777800-806 🌐 usbair.com 📘 usbair

## **Privacy Policy**

### **Section-1**

#### **What Do We Do With Your Information?**

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address. You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

### **Section-2**

#### **How do you get our consent?**

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only. If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

#### **How do you withdraw your consent?**

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at 13605 or mailing us at: [info@usbair.com](mailto:info@usbair.com)

### **Section-3**

#### **How do we share your information with?**

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service. We do not share or rent your information to third parties except our agents and alliance partners.

#### **Agents**

We use the services of our enabling partners such as outside shipping companies, resellers, business associates to fulfill orders, and credit / debit card processing companies to process the payment for goods and services ordered from [usbair.com](http://usbair.com) website. These entities do not retain, store, share or use personally identifiable information for any other purposes.

#### **Alliance Partners**

We will share your information with our alliance partners who work with us or on our behalf to help provide you the services. An alliance partner is a company or an individual who owns and manages (wholly or part of) online content on their websites powered by US-Bangla Group.

We share email addresses with agents and Alliance partners. The agents and Alliance partners use the email address to confirm the deliveries, send notices and offer services related to the service.

We do not rent, sell or share your personal information and we will not disclose any of your personally identifiable information to any other third parties unless:

Required by special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure;

To help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person, violations of [info@usbair.com](mailto:info@usbair.com) terms of use or to defend against legal claims;

We have your permission to provide products or services you've requested. We reserve the right to disclose your personal identifiable and email address information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our websites.

We share your information with advertisers on an aggregate basis only. The security of your personal information and email address is important to us. When you enter sensitive information (such as credit / debit card number) on our acquiring bank's system or order forms, they encrypt that information using secure socket layer technology (SSL)

We follow generally accepted industry standards to protect the personal information and email address submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information and email address, we cannot guarantee its absolute security. If you have any questions about security on our website, you can email us at [info@usbair.com](mailto:info@usbair.com)

## Section-4

### What choices are available to you regarding collection, use and distribution of your information?

You can accept or decline the cookies. All websites that are customizable require that you accept cookies. You must also accept cookies to register as someone for access to some of our services. For information on how to set your browser to alert you to cookies, or to reject cookies, go to <http://www.cookiecentral.com/>

#### Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this website. We do link the information we store in cookies to any personally identifiable information you submit while on our website. We use both session ID cookies and persistent cookies. We use session cookies to make it easier and secure for you to navigate our website. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browsers "help" file. Reference for cookies can be found at <http://www.cookiecentral.com/>

We use session cookies to store the secure session and browsing preferences of the user. We set a persistent cookie to store your username and interests so you don't have to enter it more than once. Persistent cookies also enable us to track and target the interests of our users to enhance the experience on our website.

If you reject cookies, you may still use our website, but your ability to use some areas of our website, will be limited. Cookies are used in the shopping bag to enable enhanced security and to ensure there is no URL based spamming. Unless you voluntarily identify yourself (through registration, for example), we will have no way of knowing who you are, even if we assign a cookie to your computer. The only personal information a cookie can contain is information you supply (an example of this is when transact as a guest or add items to shopping bag). A cookie cannot read data off your hard drive.

Our web servers automatically collect limited information about your computer's connection to the Internet, including your IP address, when you visit our website. (Your IP address is a number that lets computers attached to the Internet know where to send you data – such as the web pages you view.) Your IP address does not identify you personally. We use this information to deliver our web pages to you upon request, to tailor our website to the interests of our customers, to measure traffic within our website and let advertisers know the geographic locations from where our visitors come.

**usbair.com** includes links to other websites. Such websites are governed by their respective privacy policies, which are beyond our control. Once you leave our servers (you can know where you are by checking the URL in the location bar on your browser), use of any information you provide is governed by the privacy policy of the operator of the website you are visiting. That policy may differ from ours. If you can't find the privacy policy of any of these websites via a link from the website's homepage, you should contact the website directly for more information.

## Section-5

### Voluntary disclosure of information

Supplying personally identifiable information is entirely voluntary. You are not required to register with us in order to use our websites. However, we offer some services only to visitors who do register.

You may change your interests at any time and may opt-in or opt-out of any marketing / promotional / newsletters mailings. **usbair.com** reserves the right to send you certain service related communication, considered to be a part of your **usbair.com** account without offering you the facility to opt-out. You may update your information and change your account settings at any time.

We provide you with the opportunity to opt-out of having your email address used for certain purposes, when we ask for this information. For example, if you purchase a product / service but do not wish to receive any additional marketing material from us, you can indicate your preferences. If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by selecting your preferences in "**My Account**". If you still face an issue then you may contact us at 13605 or email us at [info@usbair.com](mailto:info@usbair.com)

If you are personally identifiable information or email address change, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing our Customer Service at [info@usbair.com](mailto:info@usbair.com) Upon request, we will remove / block your personally identifiable information from our database, thereby canceling your registration. However, your information may remain stored in archive on our servers even after the deletion or the termination of your account.

If we plan to use your personally identifiable information for any commercial purposes, we will notify you at the time we collect that information and allow you to opt-out of having your information used for those purposes.

## Section 6

### What security procedures are in place to protect information from loss, misuse or alteration?

To protect your privacy and security, we will verify your identity before granting access or making changes to your personally identifying information. If you have registered your profile on **usbair.com**, your **usbair.com** ID and Password are required in order to access your profile information.

To protect against the loss, misuse and alteration of the information under our control, we have in place appropriate physical, electronic and managerial procedures. For example, our servers are accessible only to authorized personnel and your information is shared with respective personnel on need to know basis to complete the transaction and to provide the services requested by you.

Although we will endeavor to safeguard the confidentiality of your personally identifiable information, transmissions made by means of the Internet cannot be made absolutely secure. By using this website, you agree that **US-Bangla Airlines Ltd. a venture of US-Bangla group** will have no liability for disclosure of your information due to errors in transmission or unauthorized acts of third parties.

We follow generally accepted industry standards to protect the personal information and email addresses submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information and email address, we cannot guarantee its absolute security.

If you have any questions about security on our website, you can send email us at [info@usbair.com](mailto:info@usbair.com)

All information gathered on **usbair.com** is securely stored within the **usbair.com** controlled database. The database is stored on servers secured behind a firewall; access to the servers is password-protected and is strictly limited. However, as effective as our security measures are, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet and, of course, any information you include in a posting to the discussion areas is available to anyone with internet access.

However the internet is an ever evolving medium. We may revise our privacy policy from time to time to incorporate necessary changes. Of course, our use of any information we gather will always be consistent with the policy under which the information was collected, regardless of what the new policy may be.

We may use third-party advertising companies to serve ads when you visit our website. These companies may use information (not including your name, address, email address or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you.

## **Section 7**

### **Age Of Consent**

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

## **Section 8**

### **Changes To This Privacy Policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it. If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## **Section 9**

### **Questions & Contact Information**

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Customer Service Agent at 13605 or by mail at [info@usbair.com](mailto:info@usbair.com)



## REFUND POLICY

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US BANGLA AIRLINES PROVIDES REFUND IN CASE OF CANCELLATION AND NO-SHOW AS PER FARE CONDITIONS. US BANGLA AIRLINES RESERVES THE RIGHT TO MAKE A REFUND ONLY TO THE PERSON NAMED IN THE TICKET OR TO THE PERSON WHO HAS PAID FOR THE TICKET. ANY CLAIM MADE AFTER THE DATE OF TICKET VALIDITY WILL NOT BE CONSIDERED FOR A REFUND.

PLEASE SEE THE INFORMATION HERE TO LEARN THE PROCESS OF CANCELLATION AND REFUND.

### TICKET ISSUED FROM OFFICIAL WEBSITE OR MOBILE APP:

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- YOU CAN CANCEL YOUR TICKETS BEFORE FLIGHT DEPARTURE AT ANY US BANGLA AIRLINES OFFICE, OR SENDING AN EMAIL AT RESERVATION@USB AIR.COM OR CALLING US AT 13605 WITH YOUR FLIGHT DETAILS AND IDENTIFICATION.
- REFUND REQUESTS MUST BE SENT FROM THE DESIGNATED EMAIL ADDRESS USED FOR TICKET ISSUANCE.
- THE REFUND PROCESS WILL TAKE 7 - 10 WORKING DAYS FROM THE DATE OF CANCELLATION.
- THE REFUND WILL BE CREDITED TO THE SAME CREDIT CARDS AND BANK ACCOUNT THAT WAS USED TO MAKE THE ORIGINAL PAYMENT.

### TICKET ISSUED FROM US BANGLA AIRLINES SALES OFFICES:

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- YOU CAN CANCEL YOUR TICKET BEFORE FLIGHT DEPARTURE AT ANY US BANGLA AIRLINES OFFICE, OR BY SENDING AN EMAIL RESERVATION@USB AIR.COM OR CALLING OUR HELPLINE 13605 WITH YOUR FLIGHT DETAILS AND IDENTIFICATION.
- IF PAID BY CASH, YOU WILL RECEIVE YOUR REFUND IN CASH IMMEDIATELY.
- IF YOU ALREADY PAID THROUGH DEBIT/CREDIT CARD/MFS, THE REFUND PROCESS WILL TAKE 7 - 10 WORKING DAYS FROM THE DATE OF CANCELLATION. AND THE REFUND AMOUNT WILL BE CREDITED TO THE SAME CREDIT CARDS AND BANK ACCOUNT THAT WAS USED TO MAKE THE ORIGINAL PAYMENT.
- CANCELLATION CHARGES WILL APPLY AS PER THE FARE CONDITIONS OF THE TICKETS

### TICKET ISSUED FROM AN AUTHORIZED TRAVEL AGENCY:

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- YOU MUST CONTACT THE TRAVEL AGENCY, FROM WHERE YOU HAVE PURCHASED YOUR TICKETS.
- CANCELLATION CHARGES MAY APPLY AS PER THE FARE CONDITIONS OF THE TICKETS.

CANCELLATION CHARGES MAY APPLY AS PER THE FARE CONDITIONS OF THE TICKETS. SEE THE TICKET COPY TO KNOW ABOUT THE CHARGES IN DETAIL FOR RE-ISSUE AND REFUND.