

# Cancellation and Refund Policy



Us-Bangla provides refund in case of cancellation and no-show as per fare conditions. Us-Bangla 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 below to learn the process of cancelation and refund.

## Ticket purchased from Us-Bangla's official website or mobile app:

- You can cancel your tickets before flight departure at any Us-Bangla office, send an email to **reservation@usbair.com** or calling over phone **13605** with your flight details and identification.
- Refund request shall be entertained from the designated e-mail address only.
- The refund process will take 10 - 15 working days from the date of refund request received.
- The refund amount will be reimbursed into the same card or bank account that was used to make the original payment.
- In case of preponed or postponed flights more than 30 minutes earlier/later (Domestic ) and One hour earlier/later ( International ) passengers will be entitled to full refund for the unused sector.
- Operational reason (not operating, aircraft grounded, any other technical issue) passenger will be entitled for full refund for the unused sector.

## Ticket purchased from an authorized travel agency:

- You must contact with the travel agency where you have purchased your tickets.
- The refund amount will be reimbursed to the travel agency's account.
- Cancellation charges will apply as per the fare conditions of the tickets.
- In case of preponed or postponed flights more than 30 minutes earlier/later (Domestic ) and One hour earlier/later ( International ) passenger will be entitled to full refund for the unused sector.
- Operational reason (not operating, aircraft grounded, any other technical issue) passenger will be entitled for full refund.

Ticket purchased from any of the Us-Bangla offices in cash:

- You can cancel your ticket before flight departure at any Us-Bangla office, send an email to **reservation@usbair.com** or calling over phone 13605 with your flight details and identification.
- You will receive your refund in cash immediately.
- Cancellation charges will apply as per the fare conditions of the tickets.
- In case of preponed or postponed flights more than 30 minutes earlier/later (Domestic ) and One hour earlier/later ( International ) passenger will be entitled to full refund for the unused sector.
- Operational reason (not operating, aircraft grounded, any other technical issue) passenger can claim full refund for the unused sector.

Ticket purchased from any of Us-Bangla's sales offices using your card:

- You can cancel your ticket before flight departure at any Us-Bangla office, send an email to **reservation@usbair.com** or calling over phone 13605 with your flight details and identification.
- After you have canceled your ticket, the refund process will take 10 - 15 working days from the date of refund request received.
- The refund amount will be reimbursed into the same card or bank account that was used to make the original payment.
- In case of preponed or postponed flights more than 30 minutes earlier/later (Domestic ) and One hour earlier/later ( International ) passenger will be entitled to full refund for the unused sector.
- Operational reason (not operating, aircraft grounded, any other technical issue) caused by carrier passenger will be entitled for full refund for the unused sector.