

Refund policy

Refunds for tickets within the fare rules of the ticket can be processed via the GDS. See your GDS for specific instructions.

bmi reminds all agents that all BD documents have to be refunded through the original issuing agent and in accordance with the original form of payment. Refunds processed for a FOP other than the original FOP will be rejected or debited via an ADM.

Credit card institutes will always transfer money from the old credit card to a new one. Customers should be advised in such cases to contact his/her old credit card company/bank.

Non-refundable tickets

If the fare rules state that the fare is non-refundable, only the taxes can be refunded under tax refund.

Combination of refundable/non refundable fares

Where a ticket has a combination of a refundable fare with a non-refundable fare, the most restrictive rule shall apply, as per IATA resolution 100 and 101. Therefore such tickets would be non-refundable. The YQ charge would also be non-refundable.

Partially used document/refunds

If a ticket has been partially used, the difference between the purchased price and the applicable fare for the flown journey, minus any applicable charges and taxes, is refunded.

No refund applies if the reassessed fare including applicable taxes is higher than the original fare paid including taxes. If an economy one way exists it may only be used for the reassessment if the reservation class is the same or higher than the partly used return ticket. Other restrictions applying to such special OW fare, e.g. ADVP have to be observed.

Unused taxes may be refunded if the fare value of such a one way fare is the same or lower than the original fare paid.

YQ fuel and insurance surcharge – refund conditions

Please be informed that the YQ fuel and insurance surcharge refund process is enforced as per our terms and conditions.

- If the applicable fare is non-refundable, YQ will not be refunded
- If refund is permitted at cancellation penalty (percentage), the same percentage will apply to YQ

- If refund is permitted at cancellation penalty (amount), no penalty will apply to YQ, the penalty will apply to the fare amount to be refunded
- If the conditions of the applicable fare are fully refundable, unused YQ can be refunded as well.

Refund requests outside of fare rules

If you wish to apply for a refund outside of the fare rules or for any other reason, you must apply for a refund via the online BSPLink Refund application facility. This allows bmi to assess the application and authorise or reject the application accordingly.

Please allow up to four weeks for refunds to be authorised.

Please note, any unused ticket will only be eligible for full or partial refund (dependent on fare rules) up to three calendar months after the ticket validity.