

About Us

M & N Holidays

M & N Holidays is a Bangladesh-based travel agency dedicated to providing reliable, transparent, and professionally managed travel services for individuals, families, groups, corporate clients, agents, and partner networks.

We help our customers plan, book, manage, and complete their travel arrangements with care, accuracy, and accountability. Our services are designed to support both simple and complex travel needs, including domestic and international travel assistance, tour arrangements, hotel reservations, visa support, transport arrangements, travel documentation, group travel coordination, corporate travel support, and related travel services.

Our goal is to make travel planning easier, safer, and more organized by combining professional travel service experience with structured customer support, proper documentation, secure payment handling, and clear communication throughout the travel process.

Who We Are

M & N Holidays operates as a registered travel agency in Bangladesh. The business is organized as a proprietorship and provides travel-related services under applicable trade, tax, and VAT registration requirements.

We understand that travel is often time-sensitive and document-dependent. A successful trip may require accurate passenger information, valid travel documents, correct booking details, timely payment, supplier confirmation, embassy or airline processing, and proper coordination between multiple parties. For this reason, M & N Holidays follows a service process that focuses on verification, documentation, customer communication, and responsible handling of bookings and payments.

What We Do

M & N Holidays provides travel agency services that may include, depending on customer request, availability, supplier rules, and applicable laws:

- Domestic and international travel assistance
- Air ticketing support and flight-related service coordination
- Hotel booking and accommodation arrangements
- Tour package planning and booking
- Visa processing support and documentation guidance
- Transport and transfer arrangements
- Group travel and family travel coordination
- Corporate travel support

- Agent and partner-assisted travel services
- Travel invoice, receipt, voucher, certificate, and document support
- Customer support for booking status, payment status, cancellation, refund, and travel-related service issues

Some services are provided directly by M & N Holidays, while some services depend on third-party providers such as airlines, hotels, embassies, consulates, visa centers, transport operators, tour operators, payment gateways, banks, and other travel suppliers. M & N Holidays works to coordinate these services professionally, but third-party rules, approval decisions, processing timelines, availability, cancellation terms, and refund decisions may apply.

Our Service Principles

M & N Holidays is committed to maintaining a professional and customer-focused service standard. Our work is guided by the following principles:

- 1. Transparency**
We aim to provide customers with clear information about booking requirements, payment requirements, service conditions, supplier rules, cancellation rules, and refund eligibility before or during the service process.
- 2. Accuracy**
Travel services depend heavily on correct names, passport details, dates, destinations, passenger information, visa documents, and payment references. We encourage customers to carefully review all information before confirmation.
- 3. Documentation**
We maintain booking records, payment records, invoices, receipts, vouchers, certificates, and communication records where required for service delivery, customer support, accounting, and legal compliance.
- 4. Responsible Payment Handling**
Payments may be accepted through approved payment methods, including online payment gateways, bank transfer, manual payment verification, office/counter payment, or other methods made available by M & N Holidays.
- 5. Customer Support**
We assist customers with booking-related questions, service updates, document requirements, cancellation requests, refund requests, and other travel support matters within the scope of our services.
- 6. Compliance**
We operate under applicable business registration, tax, VAT, consumer, financial, and travel-related legal requirements of Bangladesh, subject to the rules and conditions of relevant authorities and third-party service providers.

Third-Party Travel Services

Travel services often involve third-party providers. These may include airlines, hotels, embassies, consulates, visa application centers, payment gateways, banks, transport companies, tour operators, insurance providers, immigration authorities, government bodies, and other suppliers.

Where a service depends on a third party, M & N Holidays acts as a travel service arranger, coordinator, facilitator, booking assistant, or intermediary, depending on the nature of the service. The final decision, approval, confirmation, cancellation, refund, schedule change, fare rule, visa decision, travel permission, seat availability, room availability, supplier penalty, government fee, or processing time may be controlled by the relevant third party.

M & N Holidays will make reasonable efforts to support customers, communicate available updates, and process eligible requests; however, we cannot guarantee outcomes that are controlled by airlines, embassies, hotels, suppliers, government authorities, payment gateways, banks, or other external parties.

Business Registration and Corporate Information

Business Name: M & N Holidays

Business Type: Travel Agency

Ownership Type: Proprietorship

Proprietor: Md. Mamunur Rashid

Trade License No.: TRAD/DNCC/051201/2022

BIN: 007465717-0101

e-TIN / TIN: 750909495304

Registered Address: House # Kha-12/2, 3rd Floor, Shahjadpur, Progoti Shoroni, Gulshan-1212, Dhaka-1212, Bangladesh.

M & N Holidays is registered for VAT purposes and operates as a service-based business. The business maintains applicable registration and tax records in accordance with the laws and requirements of Bangladesh.

Management

M & N Holidays is owned and managed under the proprietorship of **Md. Mamunur Rashid**.

The management is responsible for the overall supervision of business operations, service quality, customer communication, supplier coordination, payment handling, compliance, and business administration.

Additional management, operational, support, finance, or service personnel may assist customers as authorized representatives of M & N Holidays.

Our Commitment to Customers

At M & N Holidays, we understand that travel decisions involve trust. Customers may share personal information, passport details, payment information, travel preferences, family details, corporate requirements, and important documents with us. We are committed to handling customer information responsibly and using it only for legitimate travel, service, payment, communication, compliance, and support purposes.

We also understand that travel plans may change due to personal reasons, supplier rules, airline schedule changes, visa decisions, government restrictions, emergencies, weather, force majeure events, or other circumstances beyond the customer's or our control. In such situations, we aim to assist customers fairly and professionally according to the applicable booking terms, supplier rules, cancellation rules, refund rules, and legal requirements.

Contact and Support

Customers may contact M & N Holidays for travel inquiries, booking assistance, payment confirmation, documentation support, cancellation requests, refund requests, or service-related questions through the official contact channels published on our website, invoice, receipt, booking confirmation, or customer support page.

Office Address: House # Kha-12/2, 3rd Floor, Shahjadpur, Progoti Shoroni, Gulshan-1212, Dhaka-1212, Bangladesh.

Email: contact@mandnholidays.com

Phone: 01958-034510

Website: <https://www.mandnholidays.com>

Important Notice

Information on this About Us page is provided for business identification, customer awareness, and general service understanding. Specific bookings, payments, cancellations, refunds, visa services, airline services, hotel services, tour services, transport services, and other travel-related services are subject to the applicable Terms and Conditions, Privacy Policy, Refund, Cancellation & Return Policy, supplier rules, government rules, and service-specific conditions published or communicated by M & N Holidays.