

TERMS & CONDITIONS FOR FERRY SERVICE

1. Booking/Buying **Online tickets** must be made at least **"24 hours"** before the ferry's scheduled departure.
2. **Online ticket** not valid for **RE-SELL** or changing to another driver name.
3. There will be **NO REFUND** for any cancellation of the confirmed **ONLINE TICKET (Vehicle/Passenger)** by customer, late boarding or late re-schedule.
4. There will be **HALF REFUND** for any cancellation of **CASH VEHICLE TICKET** (that bought from **Labuan and Menumbok Counter**), at least **1hour** before scheduled departure of the ferry.
5. A processing fee is imposed for each online ticket, and this fee is **NON-REFUNDABLE**.
6. **Re-Schedule** date/time of **Vehicle tickets** or **Combo** (vehicles with passengers) tickets from Terminal Counter or Website **"Booked History"** at least **"24 hours"** before the scheduled departure of the ferry.
7. In **changing different** model or car type size must be made at Counter Menumbok or Labuan and will be a minimum charge of RM10.00 with additional or refund of fares will be imposed.
8. **Reprint** CASH vehicle ticket at Terminal Counter will be subject to RM10.00 charge per ticket.
9. All passengers and vehicles must **CHECK IN "1 hour"** and **BOARDING "15 minutes"** before the ferry's departure time.
10. Ferry operator will not take any responsibility for the late boarding customer of vehicles ticket after **"WAITING LIST" vehicles** replace the confirmed vehicle's space before 10 minutes before departure.
11. Counter will be closed **"5 minutes"** before the departure for Customs declaration and Port clearance purposes.