

12. Purchased ticket will be 100% refunded for any cancelled ferry trip by operator due to unforeseen circumstances (e.g., bad weather/ferry failure).

13. The operator shall not be liable or responsible for any delay in the ferry's departure time.

14. The operator will not take any responsibility for the vehicles' damage or theft on board.

15. The operator shall not be liable or responsible for any errors or omission made by the user/passenger in completing this ticket form.

16. The operator shall not be liable or responsible for any damage, theft, loss, or injury to any user/passenger or vehicle during the voyage.

17. Ferry Operator & Management reserve the right to impose extra charges or reject any vehicle's entry carrying excessively overloaded cargoes. Or cargoes that deemed illegal, flammable, dangerous, explosives, hazardous, or any loads that might and will compromise the ferry and passenger safety aspects on board.