

## 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 owner or driver name.
3. There will be **NO REFUND** for any cancellation, late boarding or late re-schedule of the confirmed **ONLINE TICKET (Vehicle/Passenger)**.  
**(Example online ticket number : MVN / LVN / MPN / LPN)**
4. In **changing different** model car, type size or car number must be made at Counter Menumbok or Labuan by present the ID Card of the owner's ticket to our counter staff and will be a minimum charge of RM10.00 per ticket with additional or refund of fares will be imposed.
5. **Re-Schedule** date/time of **Vehicle tickets** or **Combo** (vehicles with passengers) tickets from Terminal Counter or Website **"Booked History Re-Schedule"** at least **"24 hours"** before the **DATE** scheduled departure of the ferry.
6. A processing fee is imposed for each online ticket, and this fee is **NON-REFUNDABLE**.
7. There will be **HALF REFUND** for any cancellation of **CASH VEHICLE TICKET** (that bought from **Labuan Counter and Menumbok Counter** ), at least **1hour** before scheduled departure of the ferry.  
**(Example cash vehicle ticket number : MV / LV )**
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 start **BOARDING "50 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.

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.