

CONDITION OF USE

1. Tickets sold are not refundable
2. No refund will be allowed for loss of ticket, lateness or forbidden entry to the country of destination.
3. Each passenger is allowed to carry luggage not exceeding 20kg, the company will not be liable for any losses or damages to their luggage.
4. Neither drugs nor illegal item is allowed. Passenger will have to bear responsibility for the possession of forbidden items if discovered.
5. Passengers are obliged to comply and accept the company's final arrangements in the event for coach breakdown, causing delays in departure / arrival or change in seating arrangement. Neither refund of tickets nor claims will be entertained by the company or agency involved.
6. Please make sure you have filled up the necessary embarkation cards before the custom clearance. Kindly approach the bus captains if you need embarkation cards (if applicable).
7. Passengers who are holding visitor pass must bring along their Singapore embarkation cards to avoid delays at checkpoint.
8. It is very important to check if visas are required for your journey because you may be refused the entry to Malaysia/Singapore without a visa and we are not held responsibility for that consequence.