

Fare Rules and Conditions

1. BatamFast on-line ferry ticket general guidelines

Particulars	Regular e-Tickets	Promo e-Tickets
Ticket Restriction	Limited restrictions	Multiple restrictions
Ferry Ticket Price	As per published rates	Discounted fare. (Specific Terms & Conditions applied)
Ferry departure schedule	All sectors	Subject to restrictions as per promo conditions
Date & time in the departure and return journey	Not required to be specified	Need to be specified and not available on code-share trips operated by other carriers
Trip /Date / Name change	Permitted	Permitted. This request can only be approved 3 days before intended scheduled departure time. The difference in fare must be paid at the time of changing the booking
Rerouting		
Cancellation		
Refund	Failure to check-in on time or failure to board the ferry will result in loss of the fare, only SPDF & Batam Terminal Fee will be refunded.	Failure to check-in on time or failure to board the ferry will result in loss of the fare, only SPDF & Batam Terminal Fee will be refunded.
No shows		

2. Listed below are On-line Purchase conditions before your reservation is confirmed

2.1

Payment required at the time of booking. Reservations will only be accepted once payment is confirmed.

2.2

Ferry ticket prices quoted is per passenger.

2.3

The system can accept credit-card and e-Nets debit-card payments.

2.4

Once credit card or debit card authorization is executed, the reservation confirmation will be sent by e-mail to the e-mail address entered by the customer during the purchase process.

2.5

All e-Tickets are subject to specific restrictions.

2.6

e-Ticket price is inclusive of Singapore Passenger Departure Fee, Batam Terminal Fee and Surcharge.

2.7

The e-ticket is only valid for the named passenger and the trip specified therein.

2.8

Passenger will be required to produce appropriate identification at the check-in counter to generate boarding pass.

2.9

Fares & trip schedules and services are valid at the time of publication and are subject to change at any time without prior notice.

3. Booking of seats

3.1

When you make a booking with BatamFast, you must indicate all your contact numbers. This should include your residence, business and mobile numbers, as well as, the numbers where you can be contacted at all points of your itinerary. This will help us inform you in case of any trip delay or change of schedule.

3.2

In order to be valid, this reservation requires payment at the moment the reservation is completed. Otherwise, your booking will be cancelled without notifying you.

3.3

Once a booking number has been issued, you are not allowed to substitute the passenger named in the confirmed booking with another passenger name. Name changes can only be made at our counters or by calling our call centre number.

4. Payment Types and Procedure

4.1

Ferry ticket fares are not guaranteed until the reservation is ticketed. The fare can be changed if a reservation is held but not yet ticketed.

4.2

If either the deposit payment or the balance payment is not made within the due time, we reserve the right to make any changes to the reservation booked, or to cancel any reservations made on your behalf.

5. Check-in requirements for on-behalf credit / debit card transactions

5.1

If the person travelling is not the owner of the credit card that was used to purchase the e-Ticket, the cardholder (owner of the credit card) must appear in person at BatamFast check in counter or he / she must sign an authorisation letter for the passenger to be checked-in.

5.2

A photocopy of the owner's personal identification and the credit card used are required. This requirement is necessary for security reasons and no exceptions are permitted.

6. Ferry Fare, Terminal Fee and Surcharge

6.1

Ferry fare applies only to carriage from the ferry Terminal at the point of origin to the ferry Terminal at the point of destination.

6.2

Terminal Fee and Surcharge are charged in addition to the ferry fare published and are included in the final charge to your credit card. Before your card is charged, the system will indicate separately the value of the fare per person, Terminal Fee, Surcharge and the total amount to be charged. Local Ferry Terminal authorities may impose and collect additional taxes at the Ferry Terminal.

6.3

We will not be obliged to carry any child less than 16 years of age unless that child is accompanied by a responsible person aged 18 or over.

6.4

Children below the age of 12 may travel on a child ticket.

6.5

Fares and charges are payable in the currency prescribed with our published fares unless otherwise specifically stated by us.

7. Refund Process

7.1

Subject to our verification and approval, refunds for unused, cancelled tickets can be arranged as follows:

7.1.1

Tickets issued by Travel Agents:

A refund can be obtained from the concerned travel agent.

7.1.2

Tickets issued against Credit Cards:

Refund for the tickets issued against credit card is made through credit slips only. The amount will be credited to your account by the credit card organization subsequently. All passengers are requested to keep safe custody of their tickets, as no refund is permissible against the lost cash value documents. Customer will be responsible for all bank charges when refund transaction is made.

7.1.3

Tickets issued against Debit Card:

The ticket holder should show the debit card against which the ticket was purchased so that the debit card number on the ticket is verified to ensure that the refund is being given to a bona-fide customer.

7.2

For more details on normal cancellation rules / refund administration fee, please refer to our website www.batamfast.com (<http://www.batamfast.com>) General Conditions of Carriage, clause 6.

8. Booking Cancellation and Reservation changes

8.1

Any cancellation, change or return will be subject to all the restrictions and seats availability that applies to the purchased fare and it should be required through any of our Sales counters.

8.2

If payment is not made within the due time, we reserve the right to make any changes to the seat booked, or to cancel any reservations made on your behalf.

9. Changing of ticket

9.1

Changing of ticket are dependent on the fare conditions to which the ticket is subjected. These conditions are determined by the discount fare and full fare of the ticket. Before attempting to change or cancel your ticket, we kindly request that you first check the fare conditions.

9.2

Promotional fares apply to certain selected departure schedule and are subject to the following conditions:

- a. If a lower fare is available, the difference in fares will not be refunded to the passenger.
- b. If the new trip booked is in a higher fare than that of the cancelled booked trip, the difference in fares shall be paid by the passenger before the cancellation or change can be made.

9.3

Changes to upgraded bookings must be sent directly to our reservation department in writing, by fax or via email, quoting the reference number, departure date & departure time and journey details.

9.4

The change is not confirmed until we issue you a new booking number.

9.5

The Terminal Fees which are not used can be refunded and Surcharges remain non refundable once ticket was issued.

10. No show charges

10.1

Failure to check in at pre-immigration on time or do not travel by the time of your departure and do not notify us within 24 hours after your trip's scheduled departure time, you will forfeit any fare paid (except Singapore Departure Fee and Batam Terminal Fee).

10.2

Passenger already checked in pre-immigration gate and boarding gate, but suddenly decides not to travel, you will not be eligible for a refund of any fare paid (includes Singapore Departure Fee and Batam Terminal Fee).