



## **ROCKY FAST CRUISE – TERMS & CONDITIONS**

### **BOAT DELAYS AND/OR SUBSTITUTIONS**

Rocky Fast Boats reserves the right to change the vessel in any way whatsoever without any liability to the passengers. Rocky Fast Boats shall not be liable for any loss, damage or injury, which may arise in the event of substitution, cancellation or delayed trips. Rocky Fast Boats shall not be liable in any way for the cost of any accommodation or for any alternative means of travel, which may arise through substitution, cancellation or delays trip. Additional expense so arising shall be the sole liability and responsibility of the passengers.

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### **BOOKING CHANGES & OPEN TICKET**

Booking changes are based on seat availability and should be made 2 days prior to guest departure for the regular season and 4 days prior to guest departure for high season (June, July, August, December and January).

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### **CONNECTING FLIGHTS**

Rocky Fast Boats is a beach-to-beach point carrier and we do not take responsibility for any delays or connecting flights at any airport.

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### **LUGGAGE ALLOWANCE**

Each passenger is entitled to a maximum of 2 pieces luggage carried free of charge, not exceeding a total weight of 30 Kg. Rocky Fast Boats reserves the rights to check contents of any baggage and to refuse baggage items. The company accepts no responsibility for loss or damage to luggage during transit in between the islands.

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### **CANCELLATION POLICY**



Cancellation trips by Rocky Fast Boats:

In the event of a trip cancelled by Rocky Fast Boats because of a major problem on the vessel, The Company shall refund any funds that had been paid by the passengers directly to the company only, or any funds already paid by an agent to the company on the passenger's behalf.

The passengers are responsible for collecting any funds paid to agents, which have not yet been paid to Rocky Fast Boats.

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### **LATE ARRIVE OR NO SHOW**

Cancellation trip by Passengers:

Full seat payment will be charged for any Late Arrival or No Show Guests. Each booked ticket is treated as a single fare and cannot be separated/split into individual journeys/trips. In the event of a ticket or booking being cancelled by the passengers, the company reserves the right to charge cancellation fees as follows:

Cancellation more than 2 weeks of travel: full refund ticket.

Cancellation between 48 hours – 2 weeks: 50% Refund ticket.  
Cancellation less than 48 hours: NO REFUND

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### **A NON-REFUNDABLE POLICY**

Rocky Fast Boats will not give any refund to the passengers, In the event of a trip cancelled by The Company for Sailing Ban on Bad Weather Condition warn by the Indonesian Government or Harbor Master in charges.