



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.

BOOKING VALIDATION

Agent Voucher or Any Booking confirmation proof must be validated at our official office/check-In point on each Island before entering the Harbour.

CHECK-IN TIME

Passengers are required to Check-In atleast 1 hour prior to departure time to ensure a smooth boarding.

BUGGY SHUTTLE SERVICE

We are providing shuttle service going from our check-In office In Sanur to Gate Terminal on Sanur Harbour, shuttle always back and forth to ensure smooth operation.

BOOKING CHANGES & OPEN TICKET

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

CONNECTING FLIGHTS

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

LUGGAGE ALLOWANCE

Each passenger is entitled to maximum of 2 pieces of luggages excluding a surfboard/surf bag carried free of charge, not exceeding a total weight of 25Kg. Rocky Fast Cruise reserve the right to check contents of any baggage and refuse luggages Item. The company accepts no responsibility for loss or damage to luggages during transit In between the Island.

SURFBOARD ALLOWANCE POLICY

Surfboard with (surf bag)/Baby Pram/fishing rot carried free of charge. *Please Inform our team especially when reserve a hotel transfer with Rocky fast Cruise.

Surfboard with no bag when we loading In and out Into the boat, is not allow ! We are not responsible for any damage If there's no protection.

LEMBONGAN TRANSPORT INFORMATION

We provide a transport In Lembongan Island using the base transportation that allow In Lembongan, that is an semi Open Car with a roof and seat that the only transportation allow In Lembongan Island.

Scooter rent are available on our private harbor by local renter.

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.

LATE ARRIVE OR NO SHOW

Cancellation trip by Passengers :

Full seat payment will be charged for any Late Arrive 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:

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.

For passenger-initiated cancellations, the following terms apply:

- 50% refund or a credit-note for the full amount paid for cancellations more than 2 weeks before travel.
- Credit note for cancellations between 48 hours and 2 weeks before travel.
- No refund for cancellations within 48 hours of travel.
- No refunds for late arrivals or no-show guests.
- Each ticket is considered a single fare and cannot be split into separate trips.