

Terms and Conditions for 2J, 4H and 2M eTicket series:

A. Specific Restrictions:

Particulars	2J	2M	4H
1. Sector Validity	Departures from Harbour Front Center, Batam Center and Sekupang terminals ONLY	Departures from Harbour Front Center, Batam Center and Sekupang terminals ONLY	Departures from ALL BatamFast Sectors
2. Validity Period	Two (2) weeks from date of purchase	Three (3) months from date of purchase	Six (6) months from date of purchase
3. Passport Eligibility	Indonesian Passports Only	Indonesian Passports Only	All Passports

B. General Conditions and Restrictions:

1. Valid for adult, child, senior citizen, and infant age categories.
2. Non-refundable, non-exchangeable, non-replaceable and non-extendable.
3. eTicket price is inclusive of return ticket fare, return surcharge, Singapore Passenger Departure Fee and Batam Terminal Fee.
4. You must take care of your receipt or proof of payment from our authorized eTicket resellers. Such Receipt contains the valid PIN or eTicket number that you will use for transacting your bookings with BatamFast. Damaged, tampered, and lost/photocopies of the original Receipt will not be honoured by BatamFast and our check-in counters for the issuance of the corresponding eTicket and/or Boarding Pass.
5. The Receipt issued by any of our authorized eTicket reseller is a bearer document. Even if reported by original buyer as lost or stolen, it is not eligible for any replacement or refund.
6. To secure the ownership of the Receipt for the eTickets you purchased, we suggest you register the eTickets against your passport number ASAP or immediately after purchase. You can register the eTicket against your passport details at any BatamFast check-in counter.
7. Only eTickets issued under 2M and 4H series are eligible for lucky draw participation.
8. Only eTickets issued under 2M and 4H series are valid for our current interlining service (subject to top up fees)
9. The Receipt or proof of payment does not guarantee the bearer ferry seats. To reserve your ferry seats for a particular trip, you can book at our check-in counters or call our hotline/s +62 778 321120 or +65 62702228. You can also register as a BatamFast member at our website so that you can enjoy our SMS booking facility.
10. Please refer to - <http://www.batamfast.com/legal/termsconditions.ashx> for the full terms and conditions of carriage.