



Note: This Coach company accepts mobile ticket. Show SMS sent to you at counter to redeem ticket. No need to take ticket print out.

Need Help? [Click Here](#) Or Toll Number :+60-330992524

TBS (Terminal Bersepadu Selatan) > Hentian Bas Ekspres Kemaman

Booking Reference No : : THICT7Y

redBus Ticket ID : MYR7519092097

Friday, July 8, 2022, 10:30 PM

TRIP DETAILS

SP BUMI
Executive(2+1)

**10:30 PM @ Jalan Terminal Selatan, Bandar Tasik Sela
tan, 57100 Kuala Lumpur**
Departure Time

PROTECTION DETAILS

TRAVEL PROTECTION DETAILS **Qoala MYR 1**
Details regarding your Travel Protection will be sent by Qoala

BOARDING/DROPPING

TBS (Terminal Bersepadu Selatan)	Jalan Terminal Selatan, Bandar Tasik Sela tan, 57100 Kuala Lumpur
Boarding Point	Boarding Address
Hentian Bas Ekspres Kemaman	Hentian Bas Ekspres Kemaman, Medan Sri Geliga, 24000 Kemaman
Dropping Point	Dropping Address

TRAVELLER DETAILS

Alya Imanina	25	RED220600001631
Age 24	Seat	Ticket No

CONTACT DETAILS

Email: alyaimaninaa@gmail.com

Mobile: 60145486838

Total Amount : MYR 31.6

Note: Stated arrival time is estimation only, the exact arrival time will depend on the traffic condition and other external factors.



Upgraded to Refundable Booking

Smart choice! You will get 100% refund if you are not able to travel due to one of the listed circumstances

How to Apply for Refund

If you are not able to travel due to one of the reasons mentioned in the [Terms and Conditions](#), and can provide evidence for the same, follow the below steps to apply for 100% refund:

- 1 Use your booking number MYR7519092097 to apply for a refund using the form **here**
- 2 Alternately, you can also cancel your ticket in the redBus app or website and click on the 'Apply for Refund' button
- 3 Select the reason you are not able to travel in the form and submit the form
- 4 Once the refund is processed and approved, you will receive the money in your bank account

NOTE:

1:Customers are advised to present a print out of this ticket along with an identity proof to redeem the boarding pass at check in counter.Failing to do so,the boarding might be denied.

Terms and Conditions

1. redBus is only a bus ticket marketplace/agent and does not operate bus services on its own. It merely connects users with bus operators.

redBus' responsibilities include:

- (1) Issuing a valid ticket/voucher (a ticket/voucher that will be accepted by the bus operator)
- (2) Providing customer support and information in case of any delays / inconvenience
- (3) Providing cancellation support and policies as below

- (4) **Note** : Partial cancellation is not allowed for this Ticket

redBus' responsibilities do NOT include:

- (1) The bus operator's bus not departing / reaching on time
 - (2) Maintaining the quality of buses, staff behavior and punctuality.
 - (3) The bus operator canceling the service due to unavoidable reasons.
 - (4) The baggage of the customer getting lost / stolen / damaged.
 - (5) The customer waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if you are not a regular traveler on that particular bus).
 - (6) The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take customers to the bus departure point.
 - (7) redBus will not be responsible for any sudden change in coaches, schedules, departure date & time, arrival date & time; loss or accident incurred while taking the coach
2. Customers are required to present the NRIC/Passport Number/Driving License and electronic receipt to the check-in counter at least 30 minutes before departure to obtain the boarding ticket(s). Failing to do so, passengers may not be allowed to board the bus. The company is not responsible for any loss of goods or property of the passengers and accident during the journey of your itinerary.

3. Tickets once sold are non-refundable, non-cancellable and non-changeable. No refunds are allowed in case of forbidden entry in the destination country.

4. Luggage per passenger, should not exceed 20Kg. redBus is not liable for any losses/damages to the luggage.

5. Passenger should not possess any prohibited drugs or any illegal items. Passengers are solely responsible for such possession and the consequences thereafter.

6. In case a booking confirmation e-mail and SMS gets delayed or fails because of technical reasons or as a result of incorrect e-mail ID / phone number provided by the user, a ticket will be considered 'booked' as long as the ticket shows up on the booking confirmation page of redbus

7. Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.

8. In case of inter-country travel, the bus coach will wait at most 20 minutes at immigration checkpoint. Customers are required to make sure that they have all the documentation required for embarkation. In case you need assistance approach the bus captains. If passenger is not able to complete the embarkation process within expected time and the bus leaves, it is passenger responsibility to arrange own transport to the destination

9. Customers are responsible to make sure the selection on express bus/coach, traveling date, time and destination are correct before making payment. By making payment and booking tickets customers agree that they are the owners of the credit card or own the paypal account depending upon the mode of payment.

10. Booking information is electronically stored in our system and is subject to conditions of contract. redBus will make all possible attempts to provide 100% uninterrupted or error-free functions on the website and mobile apps. However, in no event shall redBus be liable to the customer for any damage, including, but not limited to, service interruptions, or any other circumstances beyond our reasonable control, any lost profits, lost savings or other incidental, consequential, punitive, or special damages arising out of the operation of or inability to operate this website or mobile apps.

11. Please be informed that some bus terminals charge a facility charge for boarding buses on them. Our price does not include these facility charges and are beyond our control.

redBus is the world's largest online bus ticket booking service trusted by around 25 million happy customers globally.redBus offers bus ticket booking through its website,iOS and Android mobile apps for all major routes in Singapore and Malaysia.

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