

# Bus Order Summary



Dear LIEW CHUEN YEN,

Thank you for ordering from [Causeway Link Express](#).

Please be at the pick-up point and exchange your boarding pass at least **30 min** before departure. The terminal fee maybe requested as an additional fee subject to the terminal terms and conditions.


Below is your order details:

**Boarding Code:** SQBYGY9

**Purchase Date:** 2025-11-18 22:53:41  
**Cart ID:** BUS0d2193089fad00e04fcc66a91abe65e98629a9d9  
**Hotline:**+607-360 2244



## Order Details

Number of Pax:	1		
Depart:	JB Sentral		
Arrive:	Senai Airport		
Departure Time:	2026-02-13 17:00		
Company:	Handal Indah Sdn Bhd	Bus Operator:	 (Causeway Link)
Ticket ID:	CWL2511029548	Passenger Type:	1 (Adult)

Ticket ID:	CWL2511029548		
Seat Number:	3B		
Passenger Name:	LIEW CHUEN YEN	Contact:	6593361752
IC:	810507085213	Passport:	
Gender:	Male	Passport Expiry:	
Date of Birth:	1981-05-07	Nationality:	MY

## Terms and Conditions

1. All Customers must present their printed E-Bus Tickets together with their Identification Card or Passport to the sales counter to exchange for a valid boarding pass.
2. Please exchange the express bus ticket to a boarding pass at least 30 minutes before bus departure time. Duplication of Boarding Pass will not be issued to replace any lost or stolen Express Bus Tickets in any circumstances whatsoever.
3. It is the passenger's responsibility to make sure that they have all the required travel documents (eg. passport, visa, entry permit, online health declarations, etc) to enter the destination.
4. Transport companies do not wait for customers to apply for visa upon arrival (VOA). Passengers have to apply in advance before they travel.
5. All tickets sold are strictly non-refundable and non-changeable regardless of any duplicate bookings, loss of ticket, lateness or refusal of entry into the country of destination.
6. Each customer is only allowed to bring on board two (2) medium-sized luggage during the journey, the weight of both luggage must not exceed fifteen (15) kilograms.
7. Prohibited items including but not limited to drugs and flammable items are NOT allowed on board. Passenger will have to bear the responsibility for the possession of prohibited items if discovered.
8. Please ensure the necessary travelling requirements of the destination to have been fulfilled before any custom clearance. Please seek assistance from the officer on the bus if the passenger requires any assistance.
9. For all international travel, the bus will only wait for at most 30 minutes at the immigration checkpoint. Passenger is advised to check with the transportation driver/officer available on the bus. The bus will depart and board on time and it is the passenger's sole responsibility to arrange his/her own transport to the destination should he/she failed to get on the board.
10. The Service Provider reserves the right to vary/delay/cancel the service without advance notice. The Service Provider will not be responsible in any way whatsoever for any delay in arriving to destination.
11. Other terms and conditions are published at the [Causeway Link website](#)
12. For any enquiries, please call 07-3602244 or email to [express@causewaylink.com.my](mailto:express@causewaylink.com.my)
13. You may request an e-invoice through website <https://einvoice.handalindah.com.my/>. Please note that once you request an e-invoice, you will not be able to reschedule the trip.
14. For Premium Express Bus passengers, you are entitled to extra coverage under Personal Accident Insurance (Tune Insurance Malaysia Berhad). To view the policy details and claim procedure in case of an accident, please click <https://www.causewaylink.com.my/>

## Exchange your boarding pass

1. For customer boarding at Terminal Bersepadu Selatan (TBS), Larkin Sentral, Klang Sentral, Taman Ungku Tun Aminah Bus Terminal (TUTA), Terminal Shah Alam Section 17 and Taman Universiti Bus Terminal, Senai International Airport, please present your E-ticket at counter to exchange for boarding pass.
2. For customer boarding at Pengerang, Bukit Bintang, LEGOLAND & Puteri Harbour, Batu Pahat, Air Hitam, Yong Peng, Mersing Bus Terminal, Mersing Jetty, please present your E-Ticket to driver upon bus boarding.

