

LUGGAGE SERVICE AT DESARU COAST FERRY TERMINAL:

A. Baggage Information

1. A hand-carried item that is allowed through the Departure Gate:
 - a) Maximum weight of 10kg per person
 - b) Maximum dimension of 55cm x 40cm x 20cm

Hand-carried items exceeding the above conditions will be directed to the luggage counter for check-in with fees.

2. For check-in items:

Charges:

No.	Items	Fee
1.	Checked luggage	RM3.00 per kg or part thereof
2.	Odd size items:	RM30.00 per item, with a maximum of 30 kg per passenger
(i)	Golf Bag	
(ii)	Bicycle	
(iii)	Surfboards	
(iv)	Wakeboards	
(v)	Long Items exceeding 1.5m length	
(vi)	Large item exceeding 100cm x 60cm x 30cm	
(vii)	Items that pose a safety hazard if taken as hand luggage	

Maximum total weight of allowable check-in items + odd-sized items per passenger: 30kg

3. Items that are not packed properly or inadequately packed will be refused check-in.
4. Items that are considered cargo and/or commercial items will not be accepted to be checked in unless there is documented approval by the relevant governing office (customs).

B. General terms and conditions:

1. Passengers that are carrying items exceeding the set limitations will be required to proceed to the luggage check-in counter to have their items to be deposited and incur relevant fees for those items that exceed the size and weight allotment, those items that are considered odd-sized, golf bags, allowable sports equipment, bicycles, etc.
2. All items – hand-carried or check-in luggage – will be screened by terminal security. If found necessary, government agencies and / or terminal security may do a more intensive check on the said items.
3. Items that are considered prohibited like (including but not limited to) any type of weapons, explosive materials, combustible items, toxic items, or illegal and dangerous substances are strictly not permitted to be carried in the terminal premises, protected areas, and onboard vessels unless prior approval has been granted.
4. The luggage service provider, the ferry operator, and the terminal are not liable or responsible for the following (for both hand-carried and check-in items):
 - 4.1 Your delays or your failure to catch your ferry trip due to further inspections involving any of the items that you are carrying/checked-in initiated by the terminal security and/or authorities (police and/or customs)

- 4.2 Any loss and damage to your items that underwent checking by terminal security or by authorities (police and/or customs)
- 4.3 Any damages caused by water
- 4.4 Any damages on your bags/items including but not limited to tears, scratches, punctures, dents, stains, detached or missing fixtures, and accessories (e.g., wheels, tags, handle, etc)
- 4.5 Loss and damage of any undeclared items
- 4.6 Loss and damage of any prohibited items despite getting approval into carrying those within the protected area in the terminal or onboard vessels
- 4.7 Loss and damage of valuable items that are checked in when you are supposed to carry them with you at all times
- 4.8 Loss and damage of items that are not properly packed and secured.

Your luggage shall be at your risk at all times, and we will only be liable for any loss of or damage to your luggage caused by our negligence. Our maximum liability to you for any loss of or damage to your luggage, whether for breach of contract, breach of any duty of care in relation to the luggage, our negligence, or any deliberate or negligent acts of any of our employees, agents or representatives, shall be limited to SGD100 for all such loss or damage.

It is then recommended for you to get the relevant insurance for your items or ensure that your travel insurance will be covering any claims/incidents pertaining to your items.

- 5. Please take note of the items that are considered prohibited to be imported/exported to/from Malaysia. It is your sole responsibility to check and be aware of the current regulations pertaining to Malaysian customs. Please refer to this site for details: http://www.customs.gov.my/en/tp/pages/tp_ie.aspx
- 6. Please take note that it is your sole responsibility to check and be aware of the current regulations pertaining to Singapore customs. Please refer to this site for details: <http://www.customs.gov.sg>
- 7. We do not accept cargo or commercial items on our left luggage or onboard vessel or any of our services unless there is proper documentation issued by the relevant governing authorities. However, we reserve the right to refuse to carry or allow to deposit of any of these items.
- 8. Governing Law and Jurisdiction. The service we provide to you shall be governed by Republic of Singapore law, and the Republic of Singapore courts shall have exclusive jurisdiction. However, if a journey you are making commences and terminates wholly within another country, then your contract with us pertaining to the portage and luggage service we provide to you, may be governed by the law of that country.

C. UNCLAIMED ITEMS, LOST AND FOUND ITEMS, LEFT LUGGAGE

Currently, we do not have any left luggage facility at the terminal.

The ferry operator/luggage service provider will hand over any unclaimed luggage or any lost and found items to terminal security immediately. The ferry operator, terminal, or luggage service provider will not be responsible for any incident that may arise in such cases.