



Need Help? Toll Number :+60-392121628

Email : support@redbus.my

## Kuantan, Kuantan > Sungai Petani, Sungai petani

Booking Reference No : : IQMAIQU

Wednesday, June 6, 2018, 21:00

redBus Ticket ID : MYM6Z23383486



### TRIP DETAILS

Cosmic Express

Double Deck

21:00 @ Kuantan

Departure Time



### BOARDING/DROPPING

Kuantan

Kuantan

Boarding Point

Boarding Address

Phone

Sungai Petani

Sungai Petani

Dropping Point

Dropping Address

Phone



### TRAVELLER DETAILS

MUHAMMAD IDHAM [REDACTED] 13D Seat RED180600000119990909146761 IC

Age 19 Ticket No

MUHAMMAD IDHAM [REDACTED] 13C Seat RED180600000120990909146761 IC

Age 19 Ticket No

MUHAMMAD [REDACTED] 13A Seat RED180600000121030730060433 IC

Age 15 Ticket No



### CONTACT DETAILS

Email: [REDACTED]

Mobile: 60161042076

Total Amount : MYR 198

**Note:** 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

- 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:
  - Issuing a valid ticket/voucher (a ticket/voucher that will be accepted by the bus operator)
  - Providing customer support and information in case of any delays / inconvenience
 redBus' responsibilities do NOT include:
  - The bus operator's bus not departing / reaching on time
  - Maintaining the quality of buses, staff behavior and punctuality.
  - The bus operator canceling the service due to unavoidable reasons.
  - The baggage of the customer getting lost / stolen / damaged.
  - 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).
  - 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.
  - 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
- 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
- Passenger should not possess any prohibited drugs or any illegal items. Passengers are solely responsible for such possession and the consequences thereafter.
- 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
- Grievances and claims related to the bus journey should be reported to redBus support team within 10 days of your travel date.
- 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
- 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.
- 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.

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.