

Bus ticket reservation - Terms and Conditions

1 Copyright

Soutchaitravel.com Travel Ltd.(Company Registration No.654/ຈທ໌).

Soutchaitravel.com Travel Ltd is the sole owner or lawful licensee of all the rights to www.soutchaitravel.com.

2 Confirmation of Booking

Customers are responsible to make sure the selection of bus/coach, travelling date, time and destination are correct before making any payment using the website. By making payment and the issuance of a confirmation (by email), the seats are confirmed immediately. Tickets once sold are non-refundable and non-cancellable.

3 Coach Companies' Rights

Coach Company reserve the right to change or amend the itineraries without prior notice. Bus seating depending on coach design either Single / High / Double Deck, 40-seater coach and use van transfer might be required.

soutchaitravel.com will not responsible for any sudden change in coaches and schedules and customer waiting at the wrong boarding point.

4 Request on coach seating requirement are arranged at the discretion of the company, strictly subject to the confirmation and availability.

The company will provide the coaches that are either self-owned or on charter from third parties. Hence, the number of coach seats in a coach may vary for the same coach type. All coaches come in single and double decks which are subject to the arrangement of the company.

The company makes reasonable efforts to deliver the type of coach accord to what the customer booked for. However, the company reserves the right to replace, downgrade or upgrade the coach type booked by the customers in the event of unforeseen circumstances.

The company will not be held responsible for any contingent cost incurred by the customer arising from the coach delay.

All passengers above the age of 2 years old will be required to purchase a coach seat.

The company shall not be responsible for any legal implications resulted from

passengers not complying with the regularities.

For inter-country travel, there may be a waiting time during immigration checkpoints for the bus/coach. Customers are required to make sure that they have all the documentation required for embarkation. 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.

Please make sure you have filled up the necessary embarkation cards before the custom clearance, kindly approach the bus captains if you need one.

5 Presentation of Identification to obtain Boarding Ticket

A valid Passport must be presented to Bus Company of departure at least 30 minutes prior to the departure time. Upon verification of the Passport the Customer Service Officer will then issue your Boarding Ticket(s). Kindly present your Passport for our verification purposes.

6 Validity

The tickets(s) are only valid for the date and time specified in the tickets and itinerary.

7 Refund of Ticket(s)

Our policy on this matter is non-negotiable and generally, the transaction costs as well as the price for the ticket is 'Non-Refundable'. Before customers submit their purchase, please double-check the data and information given to avoid booking the wrong ticket. Refunds (where applicable and solely at the discretion of of the bus operator) terms and conditions may differ from one bus operator to another. This process takes 10-30 working days to reflect in customer's credit card / bank statement. Any transaction charges incurred during the issuance of a refund will be the sole responsibility of the customer.

8 Loss of Ticket

A copy of the ticket would have been sent to you by e-mail when you booked it. If you have not received the ticket e-mail, you may email to us to obtain the Order Summary / Itinerary or please call to our hotline number and our customer support team will re-send you a copy by mail. Soutchaitravel will not be responsible for any issues resulting from the loss of ticket.

9 No Show

If you fail to board on time or by the time the coach departs, you will still be charged the entire amount.

10 Baggage allowances

Maximum of two (2) pieces of baggage is allowed.

Maximum weight of the total luggage is 15Kg

No one piece of luggage should exceed 60cm x 20cm x 55cm

Only one (1) piece of hand luggage may be carried on board and it shall not exceed 30cm x 15cm x 10cm

11 Soutchaitravel.com's Legal Notice

Soutchaitravel.com nor any of its employees, warrants that the functions contained in this website will be uninterrupted or error-free. The entire risk as to the quality and performance of this website is with the user. In no event will Soutchaitravel.com be liable to the user 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 Soutchaitravel.com website.

Soutchaitravel.com will also not be liable to and will not refund due to any action carried out by our coach company partners, or any event happens at our partners' side. For instances, Easybook.com will not be responsible for any sudden change in coaches, seat number(s), schedules, departure date & time, arrival date & time; loss or accident incurred while taking the coach or no coach service provided. However, user may complain to us, and we will take necessary actions to prevent such things from happen again in the future.

Soutchaitravel will not be responsible for:

- (a) Bus not departing / reaching on time.
- (b) Maintaining the quality of buses, staff behavior and punctuality.
- (c) Coach operator canceling the service due to unavoidable reasons.
- (d) The baggage of the customer getting lost / stolen / damaged.
- (e) 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).

(f) The bus operator changing the boarding point and/or using a pick-up vehicle (i.e : van transfer) at the boarding point to take customers to the bus departure point.

(g) Soutchaitravel is not be responsible for any sudden change in coaches, schedules, departure date & time, arrival date & time; loss or accident incurred while taking the coach.

12 Personal Data

Soutchaitravel.com will obtain your personal data when you provide your personal information for any transaction and/or enquiry with Soutchaitravel.com and its affiliated websites. Your personal data will be used for the following purposes:

- Process your order / ticket request / transaction.
- Respond to your enquiry.
- Conduct internal administration and research.
- Process and analyze your personal data for market surveys and projections.
- Prevent fraudulent transaction.
- Contact you via communication channels including but not limited to SMS, phone call, email, fax, mail, and mobile application for marketing, administrative, and customer service functions.
- Inform you of any changes or updates to our products, services, events and/or other activities that you may have requested to participate in.
- Use for any other legitimate business activities in Soutchaitravel.com that the management reasonably deems fit.