BUNDHAYA
SPEED BOAT

Booking, Cancellation & Passenger Policy

Bundhaya Speed Boat Company Limited

Effective Date: 1 July 2026

1. Booking Confirmation

A booking is confirmed only after full payment has been received and an official booking confirmation or e-ticket has been issued by Bundhaya Speed Boat Company Limited.

Unless otherwise agreed, full payment must be completed at least 24 hours prior to departure. Bundhaya reserves the right to cancel any unpaid reservation without prior notice.

Customers who have not received their confirmation voucher within 24 hours after payment should contact our Customer Service immediately. Bundhaya shall not be responsible for travel disruptions resulting from vouchers that were not reported as missing at least 24 hours before departure.

2. Service Changes, Delays & Cancellations

Passenger safety is our highest priority.

Bundhaya reserves the right to delay, reschedule, modify, or cancel any transfer service due to circumstances beyond our reasonable control, including but not limited to:

- Adverse weather or sea conditions
- Government regulations or port authority instructions
- Mechanical or technical issues
- Operational requirements
- Force majeure events

Where a service is cancelled by Bundhaya, passengers may be offered one of the following, subject to the circumstances:

- Rescheduling to the next available departure
- Travel credit
- Full or partial refund in accordance with our Refund Policy

Bundhaya shall not be liable for indirect or consequential losses, including accommodation costs, connecting transportation, flight changes, or other travel-related expenses.

3. Booking Amendments

Booking amendments are subject to seat availability.

Requests should be made at least 24 hours before departure.

Amendments may incur: THB 200 administrative fee per passenger; plus

Any applicable fare difference.

Requests received less than 24 hours before departure may incur actual operational costs or a minimum charge of THB 200 per passenger, whichever is higher.

4. Cancellation Policy

Unless otherwise stated during booking:

- Cancellation 48 hours or more before departure: 70% refund of the fare paid.
- Cancellation less than 48 hours before departure: No refund.
- No Show: No refund.

For round-trip or combined tickets, any unused portion is generally non-refundable once the outbound journey has been used, unless otherwise approved by Bundhaya.

5. Group Bookings

Group reservations may be subject to separate terms and conditions depending on group size, travel period, and destination.

Please contact our Customer Service team for further information.

6. Check-in & Boarding for domestic Andaman sea

Passengers should arrive at the departure pier at least 45 minutes before departure.

Boarding generally closes 5–10 minutes before departure, depending on the operational requirements.

Passengers arriving after boarding has closed may forfeit their reservation.

Transfer to a later departure is subject to seat availability and solely at Bundhaya's discretion.

7. Check-in & Boarding for international transfer

Langkawi – Koh Lipe Immigration & Check-in Information

To ensure a smooth and hassle-free journey between **Langkawi (Malaysia)** and **Koh Lipe (Thailand)**, please read the following important travel information carefully.

Check-in

Passengers are required to complete check-in **at least 90 minutes prior to the scheduled departure time**.

Langkawi Departure

Bundhaya Check-in Counter Level 1, Jetty Point Complex

Kuah, Langkawi, Malaysia (Located directly above Starbucks Coffee)

Koh Lipe Departure

Bundhaya Main Pier Koh Lipe, Satun, Thailand

Passengers arriving after the check-in counter has closed may not be permitted to board, and no refund or rescheduling will be guaranteed.

Travel Documents

All passengers travelling between Malaysia and Thailand must carry:

* A valid passport with **at least six (6) months' validity** from the date of travel.

* Any required visa or travel authorization applicable to their nationality.

* Supporting travel documents if requested by Immigration authorities.

Failure to present valid travel documents may result in denied boarding or refusal of entry by Immigration authorities.

Bundhaya Speed Boat Company Limited is not responsible for any losses or expenses arising from incomplete or invalid travel documentation.

Visa Requirements

Visa requirements vary depending on your nationality and may change without prior notice.

Passengers are solely responsible for ensuring they meet all immigration and entry requirements before travelling.

We strongly recommend checking the latest visa regulations with:

* The Royal Thai Embassy or Royal Thai Consulate in your country.

* The Malaysian Immigration Department (for travel to Malaysia).

* The Thai Immigration Bureau.

Visa on Arrival

Visa on Arrival (VOA) may be available for eligible nationalities at designated Thai immigration checkpoints, including Koh Lipe, subject to the regulations of the Thai Immigration Bureau.

Passengers should verify their eligibility and prepare all required documents before travel.

Visa Exemption

Citizens of certain countries may be eligible to enter Thailand under the Visa Exemption Scheme.

As visa policies are subject to change, passengers should verify the latest information with the Royal Thai Embassy or Thai Immigration Bureau before departure.

Immigration Clearance

All passengers must complete immigration and customs procedures upon departure from Malaysia and upon arrival in Thailand.

Immigration clearance times may vary depending on passenger volume and operational conditions.

Please allow sufficient time for immigration processing.

Important Notice

Bundhaya Speed Boat Company Limited acts solely as a transportation service provider and cannot influence or guarantee decisions made by Immigration or Customs authorities.

Any refusal of entry, visa rejection, passport issues, or immigration-related matters remain the sole responsibility of the passenger.

Passengers denied boarding or entry due to incomplete travel documents or failure to meet immigration requirements may not be eligible for a refund.

Need Assistance?

If you have any questions regarding your booking or departure procedures, please contact our Customer Service team before your travel date.

Bundhaya Speed Boat Company Limited

Email: info@bundhayaspeedboat.com

Telephone: +66 88 616 1416 and +66 63 362 2236

8. Children

Children under 11 years old must travel with a responsible adult aged 18 years or above.

9. Fare policy:

Infant (0–2 years): Free of Charge

Child (2.01–11.99 years): Child Fare

12 years and above: Adult Fare

10. Connecting Flights

Bundhaya provides point-to-point transportation services only.

Passengers with same-day flights should allow sufficient transfer time, as weather conditions, sea conditions, and operational factors may affect departure or arrival times.

Bundhaya is not responsible for missed flights or other onward travel arrangements.

11. Passenger Conduct

For the comfort and safety of all passengers, customers must comply with all instructions given by Bundhaya staff and crew members.

Bundhaya reserves the right to refuse carriage to any passenger whose behaviour may endanger the safety, comfort, or wellbeing of other passengers, crew members, or company property.

12. Health & Safety

Passengers who are pregnant, have heart conditions, back problems, limited mobility, or other medical conditions should consult their physician before travelling.

Parents travelling with infants or young children should carefully consider sea conditions before travel.

Bundhaya shall not be liable for any illness, injury, discomfort, or medical condition resulting from sea travel, except where required by applicable law.

13. Baggage Policy

Each passenger is entitled to bring:

- One (1) large suitcase with a maximum weight of 30 kg
- One (1) small backpack or personal carry-on bag

Any additional luggage is subject to available space and will incur an additional charge of THB 300 per item.

Bundhaya Speed Boat Company Limited reserves the right to refuse oversized or excessive baggage if it cannot be safely accommodated onboard.

Due to limited storage space on speedboats, luggage handling is performed by our staff.

Passengers are strongly advised not to pack valuable items such as cash, jewellery, passports, electronics, cameras, important documents, or fragile items in checked baggage.

Bundhaya accepts no responsibility for loss of or damage to personal belongings unless caused by the company's negligence as required by applicable law.

14. Pets

For the safety and comfort of all passengers, pets are not permitted onboard any Bundhaya Speed Boat services.

Additional charges may apply.

15. Pricing

Bundhaya reserves the right to amend fares, surcharges, and these Terms & Conditions at any time. Updated prices and conditions will be published on our website and will apply to new bookings from the effective date.

16. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the Kingdom of Thailand. Any disputes shall be subject to the jurisdiction of the competent courts of Thailand.

17. Lost or Damaged Baggage

Passengers should immediately report any lost or damaged baggage to Bundhaya staff before leaving the arrival pier.

Claims submitted after departure from the terminal may be difficult to investigate.

Bundhaya's liability for baggage is limited in accordance with applicable laws and regulations.

18. Health & Physical Condition Notice

For the safety and comfort of all passengers, we recommend that individuals with the following conditions carefully consider their fitness to travel before boarding:

- Pregnancy
- Heart conditions
- Back, neck, or spinal problems
- Recent surgery or serious injury
- Limited mobility or other medical conditions that may be affected by sea travel
- Parents travelling with infants and young children (under 3 years of age) should also exercise caution, particularly during periods of rough sea conditions.

Passengers with pre-existing medical conditions are encouraged to consult their physician prior to travel if they have any concerns regarding their ability to undertake a speedboat journey.

Sea conditions can change rapidly and may result in a rough ride. Bundhaya Speed Boat Company Limited accepts no responsibility for any illness, discomfort, injury, delay, loss, or damage arising from a passenger's medical condition, failure to follow crew instructions, or circumstances beyond the Company's reasonable control, except where liability cannot be excluded under applicable law.

The Master of the Vessel reserves the right to refuse boarding if, in their reasonable judgment, a passenger's medical condition may present a risk to the safety of that passenger, other passengers, or the operation of the vessel.