



OPEN BOOKING – TERMS AND CONDITIONS (STC)

1. Advance booking shall be opened three (3) days in advance.
2. Booking closes forty-eight (48) hours before Expected Train Depart (ETD).
3. Booking shall be made via online with genuine Ship Call Number (SCN) and Liner's booking confirmation. Successful / unsuccessful booking confirmation notification will be sent to user registered email.
4. Payment :-
 - a. Cash – Payment shall be made within four (4) hours after the booking is confirmed. If no proof of payment is received, the booking shall be automatically cancelled.
 - b. Ledger – Auto deduct from Ledger account holder.
5. Any charges shall subject to a six percent (6%) Sales & Services Tax (SST), where applicable.
6. Invoice shall be issued on the day of travel.
7. Booking can be cancelled within two (2) hours after submit booking or before booking is approved.
8. No cancellation or refund is allowed for any confirmed booking. However, customer may request cancellation for booking already approved via email to: stc.openbooking@gmail.com.
9. Cancellation terms & conditions as follow:
If cancellation made:
 - Not less than forty-eight (48) hours, deduction of 10% of the each booking fees
 - Less than forty-eight (48) hours, deduction of 25% of the each booking fees
 - Less than twenty-four (24) hours, deduction of 50% of the each booking fees
10. If container not loaded, booking is forfeited. No replacement slot and refund allowed.
11. Booking shall be based on per wagon and "first come first served" basis. The rate shall be charged at per wagon basis of two (2) TEUs (20') or one (1) FEU (40').
12. List of Train Load (LTL) and Verified Gross Mass (VGM) for a container shall be submitted by depot to terminal not less than twelve (12) hours before ETD.
13. Laden reefer container shall not be accepted. Any Dangerous Goods (DG) cargo shall be declared according to the IMO Standard when the booking is made. The DG cargo shall be marked and labelled accurately, properly, and in a visible manner.
14. KTMB shall not be liable if the container is shut out or be charged for Special Service Request (SSR) or late submission by the port operator due to customer's negligence and/or improper planning or booking.
15. In the event of service interruptions i.e. derailment, flooding, landslide or any event beyond KTMB's control, KTMB shall only liable for any train that has departed. Transhipment shall be arranged by KTMB. For the train that has not departed, KTMB reserves the right to cancel or delay the train. For any train cancelled or delayed due to a service interruption, the customer shall be eligible for a full refund. However, KTMB reserves the right to cancel any train as and when necessary.
16. Once KTMB issues a notice of train cancellation, KTMB shall be released from any responsibility to convey the booked container. KTMB shall not be held liable for any subsequent arrangement and/or cost, damage, loss, or delay. The refund shall be made within sixty (60) working days without any interest.
17. KTMB shall not be liable for any loss or damage to the container or its contents while in transit and/or in KTMB's custody.
18. No profiteering is allowed. If found, KTMB reserve the right to cancel the booking and further booking will not be accepted. If the booking is cancelled due to proven profiteering, no refund shall be made.
19. Revised loading point is deemed as a new booking and payment of the earlier booking is non-refundable. Acceptance of a new booking is subject to slot availability.
20. KTMB reserves the right to refuse loading without giving any reason.
21. KTMB reserves the right to change these terms and conditions at any time without giving any prior notice.