

Terms & Conditions

General

This website for online booking is owned and managed by One Network Hotel Management Sdn. Bhd. (Company No: 183413-D) (ONH) and Berjaya Air (Carrier) as the airline operator. For the purpose of these Condition of use Website, our and us, refers to One Network Hotel Management. Please review the Terms & Condition carefully before using the website. By using this website, indicates you agree to be bound by these Conditions of Use of One Network Hotel Management Sdn Bhd and the Carrier's Conditions of Carriage.

Notice: Carriage and other services provided by the carrier are subject to General Condition of Carriage which are hereby incorporated by reference.

[General Condition of Carriage](#)

Reservations

1. Customer Confirmation Voucher/ Receipt: Please note that you are required to keep a printed copy of this "Confirmation Voucher" with you throughout the journey as it is required for entry into the airport, check-in, refunds or exchanges.
2. To enter the airport and for check-in, you must present this confirmation voucher receipt along with Official Government issued photo identification such as passport or identity card.
3. This Confirmation Voucher will have to be presented along with valid photo Identification at the time of refund or exchanges.
4. This Confirmation Voucher does not constitute a document for carriage and in the event of any difference between it and the record of booking in the ONH reservation system, the latter shall prevail.
5. Fare(s) subject to cancellation charges, if any. Please contact ONH Reservation for details. By booking this airfare, you agree and accept all terms and conditions, cancellation and voucher exchanges rules of this airfare.

Changes, No Shows, Cancellation & Refund Policy

1. Once booking confirmation voucher has been issued, you are not allowed to substitute or change the passenger named in the confirmed booking with another passenger's name. He or she is not allowed to cancel or change their travel dates and request for refund unless charter was cancelled by ONH.
2. Name change/correction policy: Changing names on your booking to another person is not allowed once your booking has been confirmed. As such, please check that all your details are correct before booking your flight.

ONH will allow name corrections for the following cases:

- Correcting a spelling mistake.
 - Adding or removing an English name for Chinese guests.(as reflected in the passport/ID)
 - Swapping given name and family name/surname. (as reflected in the passport/ID)
3. Request of Refund: All flight voucher will only be refundable to the same account as payment made, if request was made in writing within six (6) months of the travel.
 - a) Request for refund must be reported by voucher sponsor/holder only.
 - b) All refund upon approval will be processed (settled) to the original mode of payment/sponsor only.
 - c) For refund requests due to duplicate bookings, please provide the booking details with proof of double payments for ONH verification.

- d) For medical/ death reasons kindly provide us with the official doctor's note from a registered clinic/ hospital which states that the passenger is unfit to travel from which date to which date. The refund appeal is subject to approval depending on the documents submitted. Incomplete documents will be rejected.
- e) If booking was made through a travel agent / third-party provider, Passenger will need to request for refund from the issuing travel agent / third-party provider.
4. Cancellation of flight bookings: Passenger(s) are allowed to make cancellation of flight booking with cancellation fees as followed:

Refund/Change Policy	Regular		Promo	
	Refund	Change	Refund	Change
30 Days before departure	Permitted MYR150 per pax per booking.	Permitted MYR100 per pax per booking.	Not Permitted	Not Permitted
15 Days before departure	Not permitted	Permitted MYR100 per pax per booking.	Not Permitted	Not Permitted
After Departure (Partially Utilized)	Not permitted	Not permitted	Not permitted	Not permitted
No Show	Not permitted	Not permitted	Not permitted	Not permitted

5. Please note that this process may take up to 45 working days from the day of refund submission and will be credited to the original mode of payment for the booking. In the event there is more than 1 guest in the confirmed booking, the refund will be made to the person who made the purchase. No refunds will be made to third parties.
6. Schedule change: ONH reserves the right to cancel or change the planned departure, route, aircraft or stopping places of any flight for which fares have been paid, at any time and from time to time, for any reason, without notice to any Passengers affected thereby and, in connection therewith, the Carrier shall not be liable to any Passenger in respect of such cancellation or change, whether or not resulting from an Event of Force Majeure; which includes but not limited to bad weather and Acts of God; provided that, the Charterer may and reserves the right, at its sole discretion, to provide any Passengers affected by such cancellation or change with:
- Refund to such Passenger, an amount which shall not be greater than the fare paid by that Passenger in respect of that flight.
 - Re-arrange alternative transportation by the Carrier's own services

Check in Time

- Certain formalities are required to be completed by the passengers at the airport before or after being accepted for the flight. To complete these formalities and the check-in process, passengers are required to arrive at the airport sufficiently before the departure time of the flight.
- Check-in will commence 180 mins before departure and check in counter will close 30mins before departure. Final boarding call will be at 10 minutes before standard time of departure (STD).
- Passengers who do not report at the dedicated passenger holding area at the requested boarding time, will not be boarded on the said flight and will be considered no-show passengers. No-Show Passengers: confirmed passengers who do not present themselves for their booked flight are termed as 'No . Showsq
- Passengers who arrange own connections with other airlines are advised to leave sufficient time for connections or terminal transfer or baggage re-claim and re-check-in.
- If for some reason you are unable to undertake travel on flight for which you have a confirmed booking, please contact ONH Reservation as early as possible to avoid penalty.
- Infant Travel: An infant age between 9 days to 24 months old is permitted to travel with the carrier. An infant is to be accompanied by an adult and not occupying a seat. We may in our absolute

discretion decide to carry such infants on our flights when such carriage is expressly sanctioned in writing by a medical practitioner from hospital only and when the parent of the infant signs a Limited Liability Statement. It is a mandatory requirement for parent(s) of Infant passenger to complete and sign off the Form Of Indemnity (FOI) provided for by the Carrier.

Baggage Regulations

1. Passengers are allowed to bring up to 7KG with the dimension of L 56cm x W 23cm x H 36cm of cabin baggage on board the Carrier's flight. Stroller bags with the above specified dimensions will be allowed. Passengers are restricted from carrying more than the allowed 7kg of cabin baggage. Any oversized baggage will be loaded as cargo and excess baggage charges will be imposed.
2. Cabin baggage is accepted in the cabin subject to availability of space in the overhead bin. Restricted storage space is also available under the front seat. In the event no space being available in the aircraft to stow cabin baggage, it will be necessary to remove and load it in the baggage compartment as per safety regulations.
3. You may transport free of charge Checked Baggage up to a maximum weight of 15kg subject to the conditions and limitations contained herein.
4. You may not transport Baggage in excess of the specified baggage allowance. If, in our absolute discretion, Baggage in excess of the baggage allowance is accepted for carriage, you shall pay a charge of MYR 15 per kg for the carriage of that excess Baggage on first come first serve basis.

We strongly encourage you to store your excess baggage at the Carrier dedicated storage area.

5. **Safety Regulations:** According to safety regulations, passengers are advised:
 - a) Not to accept any packets from unknown passengers;
 - b) Not to leave baggage unattended at any time, especially within airport area. Unattended baggage may be removed by airport security staff as an object of suspicion;
 - c) To declare before checking-in, if carrying any arms or explosive substances. Concealment is an offence under the Aircraft Act and Rules.
6. **Prohibited Articles:** Also carriage of dry cell batteries, knives, scissors, sharp instruments, tools, fire arms, ammunition, and their toy replicas are prohibited in the passenger cabin.
7. **Valuable Articles:** Currency, precious metals, jewellery, securities, personal identification documents and other items of value are best carried with the passengers in the cabin. The Carrier assumes no liability for any valuable articles carried.
8. **Dangerous Articles in Baggage:** For safety reasons, dangerous articles such as those listed below, must not be carried in passenger's baggage.
 - a) Briefcases and attaché cases with installed alarm devices.
 - b) Compressed gases - (Deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, and liquid nitrogen, aqualung cylinders and compressed gas cylinders.
 - c) Corrosives - such as acids, alkalis, mercury and wet cell batteries and apparatus containing mercury.
 - d) Explosives - ammunitions, fireworks and flares. Ammunition including blank cartridges, hand guns, fireworks, and pistol cabs.
 - e) Flammable liquids and solids such as lighter refills, lighter fuel, matches, paints, thinners, fire-lighters that need inverting before ignition.
 - f) Radioactive material
 - g) Oxidizing materials such as bleaching powder and peroxides.
 - h) Poisons and infectious substances such as insecticides, weed-killers and live virus materials.
 - i) Other dangerous articles such as magnetized materials, offensive or irritating materials.
 - j) Etiologic agents (bacteria, viruses etc).
 - k) Apparatus containing mercury must not be carried in baggage.

9. Electronic Smoking Device (E-Cigarettes / Vape):

- a) Passengers are prohibited from carrying battery-powered portable electronic smoking devices including electronic cigarettes inside their checked-in baggage. However these devices can be carried inside their cabin baggage.
- b) For all electronic smoking device with built-in battery, ensure it is switched off and kept in your cabin baggage.
- c) If you are in possession of any electronic smoking device, the batteries must be removed and to be put in proper storage.
- d) Passengers are prohibited from re-charging the battery-powered portable electronic smoking devices in aircraft cabins
- e) Electronic cigarette (e-cigarette) is strictly prohibited for checked-in luggage.

10. Personal Transportation Devices/ Lithium Batteries (Rechargeable Battery Pack):

- a) Passengers are prohibited from carrying personal transportation devices such as hover boards, mini wheels, electric scooters, electric Segways, electric bicycles, which are categorized as Dangerous Goods.
- b) Rechargeable battery packs and electronic devices such as laptops and digital camera for personal use or related to medical electronic devices with lithium batteries less than 100 Watt-hour rating or lithium content of less than 2g re allowed on carry-on baggage however the carrier assume no liability for such items if were to allowed as checked baggage under limited release.
- c) Spare lithium batteries must be placed in separate plastic bag or protective pouch or its terminal insulated by taping over the exposed terminal.

11. Sports Equipment:

- Appropriate size of Surf board/Wind board, bicycle, diving equipment, golf bag is allowed and can only be carried in cargo compartment.

12. Musical Instruments:

- Small items e.g. a guitar, violin, saxophone, these items can be taken on board as hand carry (subject to hand carry limitations on size and weight). If the instrument is expensive or of sentimental value you are advised to purchase Travel Insurance coverage in the event the item is damaged unintentionally.
- Large musical instrument are prohibited. You may store at the Carrier dedicated storage area.

13. Baby Strollers & Manual Wheelchairs

Baby strollers and manual wheelchairs are carried free of charge and not taken into consideration for overall baggage allowance calculation. All baby strollers and wheelchairs will need to be tagged at check-in counters which allows for usage up to the point of boarding gates.

Baggage Claims

1. Please note that all claims of mishandled bags, damaged or pilferage must be reported prior to leaving the baggage reclaim area or the concern airport vicinity. Reports that are raised after the date of arrival and baggage claimed will not be entertained.
2. If your baggage is damaged, you should immediately approach one of our friendly guest service officers BEFORE you leave the airport. Details of the damage to your baggage will be recorded and you will be offered immediate assistance, if necessary. Please note that damage to accessories and wear and tear may not be covered by us.
3. If your bag is damaged or delayed as a result of over-packing or unsuitable packaging, our liability will be reduced.

4. To avoid any unpleasant experience or further inconvenience during your trip, we would strongly recommend you to obtain adequate travel insurance cover before you fly.

Please note that we do not accept any responsibility for personal belongings misplaced or lost on board the aircraft or in the airport terminal. All items carried by you are solely at your own risk. Any items found on board will be forwarded to the lost property offices at the respective airports. Any items found at the airport terminal will be handed over to the airport authorities.

Refusal to Transport

The carrier operator may reserve the right to refuse to transport or may remove from any flight any Passenger for any reason, including but not limited to the following:

1. Carrier is unable to accept passengers who are completely immobile in all flights and has the right to decline if the condition of Passenger is unfit to travel or without a valid medical certificate from the hospital only.
2. **Young Passenger Traveling Alone:** Young passengers between the ages of five (5) to 15 years are accepted to travel alone under YPTA terms and conditions, at the request of the parents/guardian.
3. An indemnity form must be signed by parent or guardian of young passenger traveling alone above 5 years old and below 15 years old. Passenger is also required to present valid travel documents such as return flight ticket, proof of accommodation and contact details during the stay at the visiting destination.
4. **Payment by Non-passengers** - if you have used a credit card to purchase a ticket online for another passenger and you will not be traveling with that passenger, then you must complete our credit card verification procedure. If you cannot meet the requirements of our verification procedure, then you may have to buy another ticket. A verification process will be necessary at the check-in counter and the passenger must provide a photocopy of:
 - i. The cardholder's identification card (MyKad/Passport or equivalent).
 - ii. The front image of the credit card.

Please ensure your passport bears the same name as the credit card used to book flight(s) as the Carrier has the right to refuse to carry any passenger whereby the travel documents are not in order.

5. **Search of Passenger or Property** - if a Passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.
6. **Proof of Identity/Age** - If a Passenger refuses to provide proof of age or identity as requested by the Carrier, the Carrier may, at its discretion and at any time, refuse to transport the Passenger. Acceptable forms of proof of identity are a valid National Registration Identification Card or Valid passport. Failure to provide proof as requested constitutes grounds for refusal to transport.
7. **Passenger's Conduct/Behaviour** - The Carrier may impose sanctions on any person who engages in or has engaged in any conduct or behaviour on the aircraft, or to the knowledge or reasonable belief of the Carrier, on any airport property or other Carrier's aircraft, that the Carrier determines, in its reasonable judgment, may have a negative effect on the safety, comfort or health of that person, Passengers, the Carrier's employees or agents, aircrew or aircraft or the safe operations of the Carrier's aircraft (the "Prohibited Conduct").
 - (a) Examples of Prohibited Conduct that could give rise to the imposition of sanctions include:
 - i. significant impairment arising from the consumption or use of alcohol or drugs prior to boarding or while on board an aircraft of the Carrier
 - ii. engaging in belligerent, lewd or obscene behaviour toward a Passenger or employee or agent of the Carrier;
 - iii. threatening, harassing, intimidating, assaulting or injuring a Passenger or employee or agent of the Carrier;

- iv. tampering with or wilfully damaging an aircraft, its equipment or other property of the Carrier;
 - v. failing to comply with all instructions, including all instructions to cease Prohibited Conduct, given by the Carrier's employees;
 - vi. unauthorized intrusion or attempted intrusion onto the flight deck of an aircraft;
 - vii. smoking or attempted smoking in an aircraft;
 - viii. swearing or carrying dangerous or deadly weapons on aircraft.
- (b) The sanctions the Carrier may impose on a person may be any one or combination of the following:
- i. written or verbal warning;
 - ii. refusal to permit boarding of an aircraft;
 - iii. removal from an aircraft at any point;
 - iv. requiring the person, to undertake in writing to refrain from repeating the Prohibited Conduct in question and from engaging in any other Prohibited Conduct as a prerequisite to further travel with the Carrier during the probationary period that will not normally exceed one year;
 - v. refusal to transport the person on a one time basis, for an indefinite period or permanently, as determined by the Carrier.
8. The Carrier reserves the right, in its reasonable discretion, to impose the sanction or sanctions it considers appropriate in the circumstances of each case considering the severity of the Prohibited Conduct.
9. Prohibited Conduct described in Paragraphs (a) iii, iv, vi, or viii will usually entail the imposition of an indefinite or permanent ban from travel with the Carrier. The Carrier operator's customer care staff, security staff, airport customer service staff and aircrew are individually authorized in their reasonable discretion to impose sanctions described in paragraphs (b) i, ii, or iii above. Members of the Carrier operator's customer care and security departments are authorized in their reasonable discretion to impose sanctions described in paragraphs (b) iv or v above and will review the circumstances of each case prior to their imposition of any such sanctions. The Carrier operator will provide a person with written notice of the imposition of a sanction under paragraphs (b) iv or v above.
10. Despite anything written elsewhere in this Tariff the Carrier's sole liability to a person whom the Carrier refuses to carry following an incident of Prohibited Conduct is to provide a refund to the person of the unused portion or portions of the person's fare.

Liability of Carrier for Refusing Carriage of a Passenger

1. Carriage of Pregnant Women

Expectant mothers are not regarded as disable passengers but with their condition and restricted movement, they need special attention especially during emergency.

- **Pregnancy up to 28 weeks (inclusive):** passenger is required to sign a Release and Indemnity Form to be allowed carriage.
- **Pregnancy up to 28 weeks to 35 weeks or 32 weeks . Multiple Pregnancy (inclusive):** passenger shall produce a doctor's signed letter confirming that she is fit to travel and the date of certificate issued shall not be more than seven (7) days from the scheduled flight departure date. The passenger will be required to sign a Release and Indemnity Form.
- **Pregnancy above 35 weeks or 32 weeks (Multiple Pregnancy)** will be refused carriage.

2. Passenger(s) with Medical Conditions:

- **Illness/Health Condition:** The Carrier is unable to accept a passenger who has an illness or a health condition which requires extra care in administering medication or the use of special apparatus or equipment.

- **Self-administration of Medication:** The Carrier is only able to provide carriage to passengers suffering from a medical condition who are able to self-administer medication when needed.
- **Medical Clearance:** There may be certain types of medical conditions which require medical clearance (from hospital) to travel. Such clearance must be obtained from a qualified medical practitioner from the hospital indicating fitness to fly on the relevant dates.
- **Letter from Doctor:** We may require you to send us a letter from your doctor to explain your medical condition and fitness to travel.

Interline

1. Interline Terms & Conditions will follow the operating carrier procedure.

Government Taxes & Charges

Any government taxes, charges or insurance surcharge imposed on air travel by the Government, relevant authority or the airport operator in respect of your use of any of our services or facilities will be in addition to our fares, administration fees and charges and shall be borne by you, unless otherwise specifically stated by us. Such government taxes, charges and insurance surcharge imposed on air travel may change from time to time and can be imposed even after the date that your booking has been confirmed. You shall nevertheless bear such government taxes, charges or insurance surcharge as and when they fall due prior to departure.

***DISCLAIMER : THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME AT THE SOLE DISCRETION OF ONE NETWORK HOTEL MANAGEMENT SDN BHD.**