

FOB PH TERMS AND CONDITIONS

To ensure a safe, efficient, and enjoyable travel experience for all passengers, please carefully review the following guidelines. These policies are in place to maintain order, ensure fairness, and provide a smooth operation for our shuttle service.

1. Registration and Payment

STRICTLY NO REFUNDS

- Once payment is made, **no refunds will be issued under any circumstances**, including but not limited to:
 - Concert postponement or cancellation
 - Force majeure events
- Failure to complete payment by the deadline will result in forfeiture of your slot.

TRANSFERABLE SLOT POLICY

- If you are unable to attend, your slot may be **transferred to another person**.
 - To process the transfer, the original passenger must notify us at least **48 hours before departure** via **@FansOnBoard_PH on X**.
 - The new passenger must present the original registration details and a valid ID upon boarding.
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2. Departure and Latecomers

STRICT DEPARTURE SCHEDULE

- Buses will depart promptly at the stated time.
- A **10-minute grace period** will be observed. After this, the bus will depart, and missed departures will not be refunded.

MISSED DEPARTURE POLICY

- If a passenger misses the departure, they may still board the **return trip** from the Philippine Arena to the drop-off points.
- No partial refunds will be issued for missing the outbound trip.

MINORS

- All minors must be accompanied by **one (1) paying adult**.

IDENTIFICATION AND VERIFICATION

- Present a valid ID upon boarding for verification.
 - Ensure the details provided in the registration form match the ID you present.
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3. Valuables and Responsibility

- Keep your valuables safe. The organizers will **not be held responsible** for any lost or unattended items.
We recommend carrying only essential belongings during the trip.
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4. Official Communication Channel

- A **Telegram group chat** will be created for all confirmed passengers.
 - This will serve as the **primary mode of communication** for important announcements, including:
 - Call times
 - Bus plate number
 - Specific pick-up locations
 - It is the passenger's responsibility to stay updated through the Telegram group.
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! Important Notes & Liability Disclaimer

- Respectful behavior towards staff, volunteers, and fellow passengers is expected at all times.
- Disruptive, intoxicated, or unruly behavior will not be tolerated and may result in removal from the bus without a refund.

- In case of **delays due to unforeseen circumstances** (e.g., extreme weather, roadblocks), updates will be provided through the Telegram group.
- FansOnBoard PH Shuttle Service will ensure proper coordination and safe transportation.
- However, we will **not be held liable** for accidents, injuries, losses, delays, or other unforeseen incidents that may occur during the trip or at the event venue.
- Passengers assume full responsibility for their **safety and belongings** while traveling and attending the concert.