



VOUCHER

Southwest Tours (Boracay) Inc.
Jaime Cardinal Sin Ave., Andagao, Kalibo, Aklan

Date	September 12, 2026
Release By	Jason U.

Thank you for availing Southwest products and services. You can present either a printed or an electronic voucher for this service. Here's your itinerary ticket below:

Ref #:	2608100B5E33
Pax Name:	HAN, DAEJIN
Email:	esctour@outlook.com
Contact No.:	7205912
Meet Up Location:	Southwest Dmall Office (Station 2)
Activity Date:	2026-09-13
Meet Up Time:	07:00:00
No. of Pax/Activities :	4 - Libertad Whale Shark Watching With Transfer (Foreign
Payment:	BANK TRANSFER
OR No.:	
AR No.:	
Payment Info:	Bank Transfer
Remarks:	-----

Please review your transfer details above. Kindly take note that unless a request for correction is sent to Southwest at least 6 hours upon receipt of this voucher, the details above shall be considered accurate. Thank you very much for making Southwest your transport and tour partner. If you have further questions and clarifications concerning this e-ticket, please contact our sales office.

Southwest Tours (Boracay), Inc.

Your Journey, Our Passion | 35 Years of Grateful Journeys

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(036) 268-5100 | centralbooking@southwesttours.com.ph



TERMS & CONDITIONS

VERIFICATION. Valid Photo ID for everyone’s security, our on-ground team has to verify that your valid photo ID matches the name on your ticket itinerary upon arrival or start of service. For senior citizens and PWD ID must be presented upon on boarding to the following services but not limited to: Transfer, Tours, Activities, Hotels, Ticketing Services and Land Arrangements. For group booking, at least the lead name/pax will present the above-mentioned verification.

NO-SHOW GUESTS. Guests who do not show up at the arrival counter at the airport terminal or meet up location, or at the hotel or pick-up station for departures, shall be charged 100% and no refund will be issued by SOUTHWEST.

LATE GUESTS ON ARRIVAL. Arrival guests shall be at the point of meet up location on the scheduled time, otherwise, seat allocation or per pax service will be forfeited in favor of waitlisted guest. SOUTHWEST shall not be held liable for any claims made by late guest.

LATE GUESTS ON DEPARTURE. Departing guests shall be at the embarkation point at least 30 minutes before the scheduled departure, otherwise, seat allocation will be forfeited in favor of waitlisted passengers. SOUTHWEST shall not be held liable for any claims made by late passengers who fail to take scheduled transfers.

CANCELLATIONS. In the event of booking cancellation, the client shall notify SOUTHWEST through a written request either sent by email. Cancellations will be subject to the following refunds:

Cancellation Period	Cancellation Fee	Refund
30 days before transfer date	0%	100%
20 - 29 days before transfer date	10%	90%
10 - 19 days before transfer date	20%	80%
6-9 days before transfer date	40%	60%
3-5 days before transfer date	60%	40%
2 days before transfer date	80%	20%
1 day before transfer date	90%	10%
Less than 24 hours	100%	0%

BOOKING ORDER AMENDMENTS. SOUTHWEST shall have the rights to decline amendments in booking order such as but not limited to: time, products, number of pax, pick up location and drop off location Transfers, Activities, Tour and Land Arrangements services within five (5) hours prior to the said commitment.

FORCE MAJEURE. In cases where passengers from the point of origin to the point of destination miss their flights due to delays in or cancellation of transfers caused by increment weather, natural calamities, fortuitous events, civil commotion, and all other causes beyond the control of SOUTHWEST, the latter shall not be held liable for any refund or remuneration of expenses by passengers due to said failure of services.

LIMITED LIABILITY: In the unlikely event of lost or damaged luggage due to the fault or negligence of SOUTHWEST or its employees, SOUTHWEST shall assume limited liability, subject to the following conditions: (a.) Maximum Liability: SOUTHWEST’s liability shall be limited to either the actual amount of damage incurred by the passenger or a maximum of ₱3,000 per luggage, whichever amount is lower. (b.) Exclusions: SOUTHWEST shall not be liable for damages resulting from normal wear and tear, including but not limited to minor cuts, scratches, broken zippers, or damage to fragile items. Additionally, SOUTHWEST shall not be responsible for any loss or damage to protruding parts of the luggage, such as straps, pockets, pull handles, hangar hooks, wheels, external locks, security straps, or zipper tabs.

MISSED FLIGHTS LIABILITY: In the unlikely event of missed flights due to the fault or negligence of SOUTHWEST or its employees, SOUTHWEST shall assume limited liability, subject to the following conditions: (a.) Flight Costs: SOUTHWEST’s liability for missed flights shall be limited to either the actual amount of the flight ticket or ₱5,000 per person, whichever amount is lower. (b.) Accommodation Expenses:

SOUTHWEST shall only be liable for the actual amount of accommodation expenses paid by the passenger until the next available flight of the guests, or ₱1,500 per night per guest, whichever amount is lower.

UNCLAIMED BAGGAGE. Baggage unclaimed within thirty (30) days from the date of completion service shall be disposed of in accordance with law. Carrier reserves the right to charge storage fees for unclaimed baggage.

PORTERAGE SERVICE. Porterage service is NOT included in the transfer fee. Third party porterage service for a fee may be requested at the time of booking, but in no way shall SOUTHWEST be held liable for the performance of the porterage provider.

BAGGAGE ALLOWANCE. Each passenger is allowed two (2) pieces hand-carried luggage. Any amount of luggage in excess will be charged P250.00 per luggage. This is applicable for tourist transfer service.

SUBJECT TO SEARCH. SOUTHWEST reserves the right to search the guest and his/her hand-carried baggage for any prohibited materials and substances and seize such if discovered, in coordination with the proper authorities. A guest refusing to be searched shall not be allowed to board his designated route or tour. SOUTHWEST further reserves the right to refuse to carry at any time, any baggage discovered to contain any Non-Allowable Baggage.

NON-ALLOWABLE BAGGAGES. Dangerous items such as ammunition, fireworks, flammable liquids and solids, compressed gases, corrosives radioactive materials, oxidizing materials, poisons and infectious substances, extremely bulky items and items in commercial quantity are not allowed on board. Firearms have to be turned over to the Security before boarding. Baggage that requires special packaging such as fruits, fish and other similar items shall not be allowed unless properly packed and sealed. All cargo classed under the International Maritime Dangerous Goods (IMDG) are also not allowed on board.

LIVE ANIMALS AND PLANTS. No live animals will be allowed on board. Exceptions are dogs, cats, rabbits and other household pets, provided that the passenger presents a Quarantine Permit and the animals are properly caged. Plants are likewise accepted if a Quarantine Permit has been secured. To be allowed to board, animals should be properly caged or packaged and are not allowed to be kept in the passenger area. All live animals transported by the Carrier shall be at passenger/owner’s risk.

PASSENGER OBLIGATIONS. The passenger agrees to abide all the terms and conditions written herein upon purchase of this service. This is for seat confirmation. The guest undertakes to comply with the rules, regulations and all other passage/carriage conditions posted on board the fleet and at the ticket sales office and passenger terminal. SOUTHWEST is not liable to the Passenger for any loss or damage suffered by the Passenger through his or her failure to comply with the laws, regulations, orders, demands and travel rules of the carrier and/or competent public authority.

MISCELLANEOUS. Service rates, schedules and time of departure are subject to change at any time without prior notice. Any unauthorized alteration or perforation of this ticket shall render the same null and void.

DATA PRIVACY. By providing your details in this document, you consent to the collection, use, and storage of your personal information solely for the purpose stated within. All data will be handled with strict confidentiality in accordance with applicable data privacy laws and will not be shared with third parties without your explicit permission.

