

## TERMS AND CONDITIONS FOR ENTRY INTO CHANGI LOUNGE (“T&Cs”)

By entering Changi Lounge, you are deemed to have read, accepted and agreed to these T&Cs.

### 1. CONDITIONS OF ENTRY

- 1.1. Customers may enter Changi Lounge if:-
  - (a) he has reserved a Changi Lounge product before his date of visit to Changi Lounge;
  - (b) his access is pursuant to a lounge and/or travel programme which Changi Lounge is a participant of;
  - (c) he walks-in and purchases a Changi Lounge product at Changi Lounge before entry.
- 1.2. Customers shall show the Changi Lounge receptionist his photo identification document and a valid boarding pass before entry, if requested to do so.
- 1.3. Where a Customer is below the minimum age of 18 years (“**Minimum Age**”) at the time of entry, such Customer (“**Child**”) shall be accompanied by a Customer who is of the Minimum Age at the time of entry (“**Adult**”) at all times and such Adult shall ensure that the Child complies with the T&Cs. The Adult represents and warrants that he has obtained the consent of each Child to the Third Party Lounge Provider collecting information of that Child for purpose of Clause 6 below.
- 1.4. The Third Party Lounge Provider shall have the right to refuse a Customer entry to Changi Lounge for any statutory, regulatory or Airport policy reasons, including but not limited to health and safety policies or fire regulations.

### 2. CHANGI LOUNGE

- 2.1. Customers are entitled to enjoy the facilities and services applicable to their Changi Lounge Product. Please approach the Changi Lounge receptionist for the scope of facilities and services applicable to the various types of Changi Lounge Product, and the prices of such Products.
- 2.2. Customers have to pay additional charges at the prevailing rate (available upon request at Changi Lounge) for all other facilities and services offered at Changi Lounge but which are not included in his Changi Lounge Package (“**Chargeable Facilities and Services**”). The Chargeable Facilities and Services are on a first-come-first-served basis.

### 3. CUSTOMERS' OBLIGATIONS

- 3.1. Customers shall at all times be appropriately dressed and shall behave in an appropriate manner. The Third Party Lounge Provider reserve the right at its sole discretion to refuse entry or to remove any Customers whose behaviour or mode of dress is considered to be unsuitable or is likely to offend other Customers.
- 3.2. Customers must not remove food and/or drinks from Changi Lounge. Customers are also not allowed to consume within Changi Lounge, food and/or drinks brought from outside of Changi Lounge.
- 3.3. Smoking is prohibited in Changi Lounge. A fine of SGD \$500 will be imposed on any person who smokes in Changi Lounge.
- 3.4. Customers shall not bring any animals into Changi Lounge.

#### 4. LIMITATION ON LIABILITY/ INDEMNITY

- 4.1. To the fullest extent permitted by law, CAG (Owner of the Changi Lounge) shall not be liable in contract, tort (including negligence) or otherwise, for any (i) direct loss; (ii) indirect or consequential loss, (iii) damage; (iv) cost and expense; or (v) loss of profits, suffered incurred or suffered by a Customer or any other person, arising in connection with his use of Changi Lounge.
- 4.2. Where any court determines that Clause 5.1 (or any part thereof) is, for whatever reason, unenforceable, CAG's total liability for all losses, damages, costs and expenses incurred by the Customer under this T&Cs shall be limited to an amount not exceeding the aggregate amount paid by that Customer for his use of Changi Lounge.
- 4.3. CAG and the Third Party Lounge Provider shall under no circumstances be liable for any Customer failing to board his flight and/or connecting transport vessel, and neither CAG nor the Third Party Lounge Provider has any obligation to make announcements relating to flights and/or connecting transport vessels in Changi Lounge.
- 4.4. CAG and the Third Party Lounge Provider shall under no circumstances be liable or responsible for the personal belongings of any Customer, and a Customer shall be responsible for the security of his personal belongings.
- 4.5. All information, recommendations and advice given by or on behalf of CAG to the Customer regarding Airport services, flight details and/or connecting transport vessels details are given without liability on the part of CAG.
- 4.6. The Customer agrees to indemnify, defend and hold harmless CAG, its directors, employees, agents and/or subcontractors (the "**Indemnified Parties**") against all and any losses, claims, damages, costs, expenses (including any legal fees) suffered or incurred by the Indemnified Parties and arising directly or indirectly in connection with his use of Changi Lounge (including but not limited to damaging any part of Changi Lounge facilities).

#### 5. PERSONAL DATA

- 5.1. CAG and the Third Party Lounge Provider will need to collect information about the Customer to administer his use of Changi Lounge and improve the products and services offers to the Customer. The data the Customer provides to CAG will be used in accordance with CAG's Privacy Policy (at <http://www.changiairport.com/content/cag/en/privacy-policy.html>) which the Customer acknowledges and consents to.

#### 6. MISCELLANEOUS

- 6.1. These T&Cs shall be governed by the laws of Singapore, and the Customer and CAG hereby agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 6.2. CAG reserves the right to amend, modify or revise these T&Cs as well as any guidelines, notices, operating rules and instructions of Changi Lounge at its sole discretion from time to time. The updated T&Cs shall take effect on the date of such posting.