

CHANGI GIFT CARD TERMS & CONDITIONS

A. GENERAL TERMS & CONDITIONS

1. Consumer advisory — Changi Airport (Singapore) Pte. Ltd. (“CAG”) is the holder of the stored value in the Changi Gift Card stored value facility (“Changi Gift Card”), which is a single purpose stored value facility. CAG also administers the Changi Gift Card programme which facilitates the use of the Changi Gift Card to make full or partial payment to obtain goods and/or services at all approved and participating merchants at Singapore Changi Airport’s public and transit areas (“Changi Gift Card Programme”). The purchaser and/or user (“Cardholder”) of the Changi Gift Card is advised to read the following Terms and Conditions (“Conditions”) carefully.
2. Purchase or use of the Changi Gift Card constitutes your consent to be bound by the Conditions. All Cardholders agree to be bound by the Conditions herein and all amendments, additions, replacements and modifications as may be made by CAG thereto from time to time.
3. CAG gives no warranty on the accuracy, completeness and timeliness of any content or information herein. Information stated is correct at time of printing and CAG reserves the right at any time and at its sole discretion, to limit, add, amend, replace or delete in whole or part any of these Conditions. The amendment shall be binding on the Cardholder upon publication of the amended version on Changi Airport website at <http://www.changiairport.com/giftcard>. In the event of any inconsistency between these Conditions with any other form of publicity collaterals relating to the Changi Gift Card, the online version of the Conditions available on the aforementioned Changi Airport website shall prevail.
4. These Conditions are governed by Singapore law. Both CAG and Cardholder hereby submit to the non-exclusive jurisdiction of the Singapore courts.
5. These Conditions are not intended to confer rights to a third party under the Contracts (Rights of Third Parties) Act (Cap. 53B) (the “Act”). The provisions of the Act are hereby excluded.
6. If any provision of these Conditions is illegal or unenforceable under any applicable law or regulation, such provision will be deemed to have been deleted to the extent necessary to cure such illegality or unenforceability, and these Conditions shall continue in force without such provision.
7. Under no circumstances whatsoever shall CAG be liable for any indirect, punitive, incidental, special or consequential damages that result or arise from the usage of any information stated herein or the purchase and/or use of Changi Gift Card.
8. CAG shall have the sole and absolute discretion to use agents or contractors to administer and/or implement the Changi Gift Card Programme and CAG shall not be liable to any person for any act, omission or neglect on the part of such agents or contractors.
9. CAG, its authorised agents and contractors shall not be liable to the Cardholder for any injury, loss, damage, cost or expense arising out of or in connection with the Changi Gift Card and/or the Changi Gift Card Programme. Each Cardholder agrees to indemnify and hold CAG harmless from and against any and all claims, damages, losses, costs or expenses suffered or incurred by CAG or by any other party in relation to the Cardholder’s Changi Gift Card and/or the Cardholder’s participation in the Changi Gift Card Programme.
10. CAG makes no representation or warranty that the use or processing of the Changi Gift Card will be error-free or prompt, or that the Changi Gift Card will be accepted by all merchants at Singapore Changi Airport’s public and transit areas.
11. CAG's decision on all matters and disputes concerning the Changi Gift Card shall be final and binding on the Cardholder.

B. PURCHASE OF CHANGI GIFT CARD (GENERAL PUBLIC)

1. The Changi Gift Card may be purchased at the following locations (subject to changes at CAG's sole discretion):
 - a) Changi Airport Terminal 3, Basement 2 (Public Area), Customer Service Counter (opposite Fair Price Finest). Operating hours: 10am to 11pm daily
2. The Changi Gift Card may be purchased by the general public at the locations stipulated above at a minimum value of S\$20, or any larger value in multiples of S\$10, up to a maximum of S\$990 per card, which is subject to changes at CAG's sole discretion from time to time.
3. The Changi Gift Card may only be purchased with cash or credit card. All other modes of payment, including but not limited to NETS, Changi Dollar Vouchers and Changi e-Vouchers, will not be accepted.
4. Once sold, the stored value of the Changi Gift Card will not be refundable and may not be transferred to any other Changi Gift Card(s)/Cardholder(s) or to any third party, and is not exchangeable for any form of cash or credit.
5. The Changi Gift Card has a validity period of 12 months from the date of purchase, pro-rated to the end of the month. For instance, if the Changi Gift Card is purchased on 15 November 2019, it shall be valid till 30 November 2020. No request for extension of the validity of the Changi Gift Card will be entertained by CAG.
6. A valid Changi Gift Card which has a production or other defect may be exchanged at no charge for a replacement Changi Gift Card with an equivalent stored value. Choice of design of the replacement Changi Gift Card is subject to availability.
7. CAG shall not be liable for any lost or stolen Changi Gift Card, or Changi Gift Card that is damaged, torn, defaced or rendered unusable by mishandling. Such a card will not be replaced or re-issued, and the unutilised stored value will not be reimbursed by CAG.
8. Changi Rewards members will not be entitled to earn points under the Changi Rewards Programme for the purchase value of the Changi Gift Card.
9. The Changi Gift Card is not reloadable with any value.
10. The Changi Gift Card is also available for sale on iShopChangi in fixed denominations of S\$20 and S\$50, and such sales will be subject to the Terms and Conditions set out on <http://www.ishopchangi.com>.

C. PURCHASE OF CHANGI GIFT CARD (CORPORATE ENTITIES)

1. For corporate bulk purchases, the Changi Gift Card may be purchased at the minimum quantity or purchase value stipulated in paragraph C.2 below, at a minimum value of S\$10, or any larger value in multiples of S\$10, up to a maximum of S\$990 per card, which is subject to changes by CAG at its sole and absolute discretion from time to time.
2. For corporate bulk purchases, the minimum quantity to qualify is 10 cards or a minimum purchase value of S\$100. Payment has to be made (either cash payment, cheque or telegraphic transfer) before the cards can be issued. You may contact giftcard@changiairport.com for more details.
3. Paragraphs B.4 to 9 under “Purchase of Changi Gift Card (General Public)” apply to Changi Gift Cards bought under the corporate bulk purchase as well.

D. USE OF CHANGI GIFT CARD

1. The Changi Gift Card may be used for full or partial payment to obtain goods and/or services of all approved and participating merchants at Singapore Changi Airport’s public and transit areas (the “Merchants”, each a “Merchant”). The amount used for payment will be deducted from the Changi Gift Card and any remaining balance will be displayed on the transaction receipt, which may be corrected or revised by CAG at any time to correct any accounting or processing error.
2. The Changi Gift Card will not be valid for use at the following Merchants:

Public Area	Transit Area
Banks	Airline Lounges
Crowne Plaza Hotel	Left Baggage Counters
Car Rental Counters	Medical Services
Left Baggage Counters	Money Changing Counters
Money Changing Counters	Convenience Stores
Hotel Reservation Counters	Postage Services
Passenger Meeting Services Counters	Temporary Retail Outposts*
Telecommunication Outlets & Counters	Transit Hotels
Travel Services Counters and Outlets	McDonald’s
Convenience Stores	Hermes
Supermarkets	Singapore Food Street (Terminal 3)
Medical Services	
Postage Services	
Dry Cleaning Services	
Pay-Per-Use Lounge	
Temporary Retail Outposts	
Top-Up Card Machines & Services (e.g. Kopitiam Card, Cash Cards, Coffee Bean Cards, etc)	
Childcare Services and Enrichment (e.g. MindChamps)	
Boarding Gate	
Zone X	
Don Don Donki	
McDonald’s	
Kopitiam	
Staff Canteens and Taxi Canteens	

*Retail pushcarts in Terminal 3 Basement 2 are not temporary outposts and the Changi Gift Card can be used for purchases at these retail pushcarts.

3. The Changi Gift Card may be used multiple times until its stored value is exhausted.
4. The Changi Gift Card may be combined with other modes of payment (including but not limited to cash,

credit card, debit card, NETS, Changi Dollar Vouchers, and Changi e-Vouchers) accepted by the Merchants. However, it may not be combined with other Changi Gift Cards for payment in a single transaction.

5. If the Cardholder is seeking refunds from a Merchant for purchases made at the outlet using the Changi Gift Card, the value of such purchases made by the Changi Gift Card, subject to the Merchant's approval, will be refunded into the original Changi Gift Card used. The refunded value will have the same validity period as the original Changi Gift Card.
6. For the avoidance of doubt, all transactions for which Changi Gift Cards are used are transactions between the relevant Cardholder and Merchant, and CAG shall not be liable or responsible whatsoever for the acts or default of any Merchant (including the failure of the Merchant to honour any Changi Gift Cards, or in respect of any defect or deficiency in the goods or services for which the Changi Gift Cards is redeemed). CAG is not an agent or representative of the Merchants and makes no representation or warranty as to the quality of the services and/or goods to be provided by the Merchants pursuant to the purchases made by the Changi Gift Cards.
7. All Changi Gift Cards must be presented and used within the validity period stated therein. No refunds, payments, replacements, or exchanges shall be permitted or entertained for the unutilised stored value in the expired Changi Gift Cards.
8. The Changi Gift Card is transferable and does not contain any personally identifiable information for verification of the owner's identity. CAG and its Merchants shall not be obliged to enquire on or verify the holder's ownership of the Changi Gift Card before acceptance for use.
9. The stored value within the Changi Gift Card may not be transferred to any other Changi Gift Card(s)/Cardholder(s), or to any third party, and is not exchangeable for any form of cash or credit.
10. While the Cardholder is permitted to give the Changi Gift Card as a gift, or distribute it free of charge, the Changi Gift Card may not be resold by Cardholder for money or money's worth.
11. CAG reserves the right to terminate and/or disqualify any Changi Gift Card from use at any time at its sole and absolute discretion without any compensation if any Cardholder is alleged of misconduct or suspected of actions deemed to be detrimental to the interests of CAG and its partners. CAG shall not be obliged to give any reasons or justifications to the Cardholder for such a termination.
12. CAG reserves the right to terminate the Changi Gift Card Programme at any time at its sole and absolute discretion. In such an event, CAG shall use reasonable efforts to inform the Cardholder that it has a grace period of at least 6 months to redeem the unutilized value in the Changi Gift Card at participating Merchants.
13. Changi Rewards members will not be entitled to earn points under the Changi Rewards Programme for the redeemed value of the Changi Gift Card.
14. The Changi Gift Card will not be accepted as a mode of payment on iShopChangi (<http://www.ishopchangi.com>).
15. The Changi Gift Card cannot be used for the purchase of any tobacco products.
16. Cardholders may write to giftcard@changiairport.com for questions regarding transaction history or any correction or dispute on any transaction or correction that has been assessed against the Changi Gift Card. CAG will conduct an investigation into the matter.