

## **PARK & FLY @ CHANGI AIRPORT – TERMS AND CONDITIONS OF USE**

By purchasing the Park & Fly eCoupon (as defined below) from Changi Airport Group (Singapore) Pte Ltd (“CAG”), you (the “Customer”) are deemed to have read, accepted and agreed to be bound by these terms and conditions (as may be amended or modified from time to time) (“**eCoupon T&Cs**”).

### **1. Park & Fly @ Changi Airport**

- 1.1 The Customer may purchase from the CarPass portal (“**Portal**”) within the Changi App Park & Fly @ Changi eCoupon(s) to enjoy discounted car parking fee at the Designated Park & Fly Car Parks (as defined below) (the eCoupon referred to herein as “**Park & Fly eCoupon**”). Park & Fly eCoupons are issued by CAG and are accepted by CAG when the Customer uses the Park & Fly eCoupon in accordance with the eCoupon T&Cs.
- 1.2 The Park & Fly eCoupon differs from the Park & Fly physical paper coupons that are available for purchase on [www.iShopChangi.com](http://www.iShopChangi.com) (“**Website**”), in terms of the usage mechanics. Park & Fly eCoupons cannot be exchanged for Park & Fly physical paper coupons. For the avoidance of doubt, this set of eCoupon T&Cs apply to the Park & Fly eCoupons, while a different set of terms and conditions (a copy of which can be found on the Website) apply to the Park & Fly physical paper coupons.
- 1.3 Park & Fly eCoupons can only be used for vehicles with a Singapore-registered In-Vehicle Unit (IU) number. Park & Fly eCoupons will be issued in an “inactive” state and credited to a Customer’s Changi Rewards membership account.
- 1.4 The Customer may park his vehicle at any one or more of the following car parks: Terminal 1/Jewel car park (General – B3 to B5 only), Car Parks 2A (Terminal 2), 2B (Terminal 2), 3A (Terminal 3), 3B (Terminal 3), 4A (Terminal 4), 4B (Terminal 4) and/or Hub & Spoke car park only (“**Designated Park & Fly Car Parks**”). The Customer is responsible for ensuring that he parks his vehicle at one of the Designated Park & Fly Car Parks. The Customer may park his vehicle at any normal car park space within any of the Designated Park & Fly Car Parks except for reserved spaces (which are painted in red or indicated in text) and designated pick-up & drop-off spaces.
- 1.5 For the avoidance of doubt, “Park & Fly” is not available for use at the T2 North/South Link, T1 East/West Link, Changi East Project Office car park, car parks at the Changi Airfreight Centre and the coach stands (“**Non-Designated Car Parks**”). Should the Customer park his vehicle at any of the Non-Designated Car Parks, the Park & Fly eCoupon will not be accepted for payment upon exiting and the Customer will have to pay parking charges at prevailing standard parking charges of the relevant Non-Designated Car Park. CAG shall not be liable to compensate or refund to the Customer the full parking charges incurred by the Customer and/or the Park & Fly eCoupon (or any part thereof).

- 1.6 Should the Customer park his vehicle at the Terminal 1/Jewel car park (Short-term – B2M and B2) (“**Short Term Car Park**”), the Customer will have to pay parking charges at prevailing standard parking charges of the Short Term Car Park (“**Short Term Car Park Charges**”). The Customer may offset part of the Short Term Car Park Charges by applying the Park & Fly eCoupon, and pay the remaining of the Short Term Car Park Charges. If the Customer had mistakenly parked his vehicle at the Short Term Car Park instead of the Designated Park & Fly Car Parks, CAG may out of goodwill charge the Customer based on the prevailing standard parking charges at a Designated Park & Fly Car Park instead of the Short Term Car Park Charges, subject to the Customer’s payment of an administrative fee of S\$20 (or such other sum as may be determined by CAG from time to time).

## 2. **Pricing & Payment Policy**

- 2.1 “Park & Fly” is available only on a pre-booked basis and Park & Fly eCoupons may be purchased only from the Portal. Park & Fly eCoupons are not available for purchase over-the-counter nor on the Website. Payment for the Park & Fly eCoupons shall be made online through the Portal using the designated payment gateway and any of the specified payment methods, failing which the Customer’s purchase will not be processed. For the avoidance of doubt, payment transactions made pursuant to all payment methods available on the Portal are processed by such third party payment service provider as may be appointed by CAG from time to time, and the processing of payment transaction is subject to the terms of use of such third party payment service provider (where applicable). The Customer further agrees that he is subject to the applicable user agreement of his chosen payment method. CAG reserves the right to modify or vary the availability of payment agents/processors/service provider or payment methods at any time without providing any person any reason or explanation.
- 2.2 (a) Park & Fly eCoupons are sold on a 12-hour block basis for 1 day (24 hours) up to 7 days (168 hours) of parking duration and on a 24-hour block basis for 8 days (192 hours) until 21 days (504 hours) of parking duration, or any other permutation as may be offered by CAG from time to time. The price list of Park & Fly eCoupons can be found at the end of this document. The price(s) payable for each bundle of Park & Fly eCoupons shall be as specified at the relevant “Item Description Page” on the Portal in respect of “Park & Fly”. It is the responsibility of the Customer to check that he has received his Park & Fly eCoupon with the correct parking duration at the point of each successful Park & Fly eCoupon purchase.
- (b) When the Customer purchases a Park & Fly eCoupon, he will be asked to provide his planned date of exit from the Designated Park & Fly Car Parks and this date of exit has to be within the Overall Validity Period (as defined in paragraph 2.3 below).
- 2.3 (a) Upon the Customer’s successful purchase, the Park & Fly eCoupons will be credited to the Customer’s Changi Rewards membership account on an “inactive” basis. **Park & Fly eCoupons**

**(whether “inactive” or “activated”) are valid for 90 days from the date of purchase (for example: eCoupons purchased on 1 May 2024 will be valid till 30 July 2024) (“Overall Validity Period”).**

(b) The Customer must first activate each Park & Fly eCoupon on an individual basis (through the Portal in the Changi App) at least 5 minutes in advance, before the Park & Fly eCoupon can be used to offset any parking charges incurred at the Designated Park & Fly Car Parks. A Park & Fly eCoupon can be activated at the earliest of one day before the planned date of exit provided to CAG and Customer should activate it only before his intended exit from the carpark. **An activated Park & Fly eCoupon is valid for the Overall Validity Period as indicated above in paragraph 2.3(a).** If the Customer wishes to activate his Park & Fly eCoupon immediately or another day, he can update his planned date of exit using the Portal provided that such Park & Fly eCoupon has not been activated or redeemed. Once a Park & Fly eCoupon is activated, its status cannot be returned to an “inactive” state.

(c) The activated Park & Fly eCoupon will be tagged to the IU number registered in the Customer’s Changi Rewards membership account and/or as confirmed by the Customer at the point of activating the Park & Fly eCoupon, and it will be utilised towards the parking charges for the vehicle with that IU number. No change may be made to any Park & Fly eCoupon once it is purchased (such as extending the validity date of the Park & Fly eCoupon purchased), even if the Park & Fly eCoupon has not been activated.

- 2.4 Only one Park & Fly eCoupon can be used for each exit from the Designated Park & Fly Car Parks. If the Customer’s total parking duration at the Designated Park & Fly Car Parks exceeds the parking duration that the Customer had purchased for a Park & Fly eCoupon (“**Booked Parking Duration**”) for whatever reason(s), the Customer has to pay for the parking duration in excess of the Booked Parking Duration (“**Excess Parking Duration**”) at the prevailing standard parking rate of the relevant Designated Park & Fly Car Park. Payment for the Excess Parking Duration shall be made by the Customer directly, via a payment card (i.e. cashcard, FlashPay card or CEPAS enabled card), upon his vehicle’s exit from the relevant Designated Park & Fly Car Park.
- 2.5 If the Customer’s total parking duration at the Designated Park & Fly Car Parks is less than the Booked Parking Duration for whatever reason(s) and the Customer uses the Park & Fly eCoupon, there shall not be any refund of the un-utilised parking duration / value of the Park & Fly eCoupon that is used for his vehicle’s exit from the relevant Designated Park & Fly Car Park. Such un-utilised parking duration / value also cannot be applied towards future bookings or use, and it shall be forfeited.
- 2.6 The utilisation of a Park & Fly eCoupon in conjunction with other parking redemptions, parking privileges, parking rebates, other parking eCoupon(s) and physical coupon shall be in accordance with paragraph 3.4. The Park & Fly eCoupon is non-transferable and cannot be transferred from one user to another user, and is not for resale.

- 2.7 No Changi Rewards points will be issued for the purchase of Park & Fly eCoupons, and spending in respect of the Park & Fly eCoupon purchase would also not be taken into consideration as accumulated spend under the Changi Rewards loyalty programme. Changi Rewards points cannot be used to offset the costs of a Park & Fly eCoupon (or any part thereof) at the point of purchase on the Portal.
- 2.8 If there is any change to the prevailing parking charges of the Designated Park & Fly Car Parks after a Park & Fly eCoupon has been purchased, that purchased Park & Fly eCoupon can still be used for the same number of parking hours it was purchased for, provided that the eCoupon is activated after the parking charges have been revised. For example, a 24 hours Park & Fly eCoupon that was purchased today can still be used to offset 24 hours of parking at a Designated Park & Fly Car Park the next day, when activated after the parking charges are revised the next day.

### **3. Operations Policy**

- 3.1 The issuance and use of the Park & Fly eCoupons are as set out at paragraphs 2.3 and 2.4 above. Only one (1) Park & Fly eCoupon can be activated at any point in time, and can only be used for the vehicle with the in-vehicle unit (IU) number registered in the Customer's Changi Rewards membership account and/or as confirmed by the Customer at the point of activating the Park & Fly eCoupon. Multiple Park & Fly eCoupons cannot be used simultaneously to off-set parking charges per vehicle exit from the Designated Park & Fly Car Park.
- 3.2 Once activated, each Park & Fly eCoupon would be tagged to the in-vehicle unit (IU) number registered in the Customer's Changi Rewards membership account and/or as confirmed by the Customer at the point of activating the Park & Fly eCoupon. Should there be a need to change the IU number, the Customer can update the IU number through the Portal, regardless if the Park & Fly eCoupon has been activated or not. If the Customer updates the IU number through the Portal, the IU number registered in the Customer's Changi Rewards membership account will be updated accordingly with the updated IU number. The updated IU number will apply to the Customer's Park & Fly eCoupons, Park & Work eCoupons, parking privileges and parking rebates provided to Customer under CAG's programmes, as well as future parking redemptions made via the Portal.
- 3.3 The Customer need not remove his payment card (i.e. cashcard, FlashPay card or CEPAS enabled card) from the In-Vehicle Unit (IU) of his vehicle when exiting the Designated Park & Fly Car Park even if he is using the Park & Fly eCoupon. Each Park & Fly eCoupon is valid for a one-time use, and will be utilized at the first available opportunity where there are applicable parking charges that can be offset fully (or part thereof) by the Park & Fly eCoupon, in accordance with paragraph 3.4.
- 3.4 Where the Customer has any parking privileges or parking rebates pursuant to any of CAG's programmes that are to be utilised via the Portal (including but not limited to free parking for having met the spend criteria in Terminal 1 and Terminal 3 public areas, or any parking privileges

under the Changi Rewards loyalty programme, or any other form of parking benefits accorded under the Portal, and/or redemption of Changi Rewards points for parking rebates), the Park & Fly eCoupon shall be applied towards the total parking charges in the following order of priority (with the items on top with higher precedence):-

- (1) Parking rewards redeemed under Changi Airport and Jewel Changi Airport promotions through the Portal, for having met the spend criteria;
- (2) Parking rewards redeemed under the Changi Rewards loyalty programme, for having met the spend criteria;
- (3) Parking privileges under the Changi Rewards loyalty programme (for Monarch, Platinum and Gold members);
- (4) Any other form of parking benefits accorded under the Portal;
- (5) Park & Work eCoupon (a maximum of one eCoupon can be used per carpark exit);
- (6) Park & Fly eCoupon (a maximum of one eCoupon can be used per carpark exit);
- (7) Parking rebates redeemed with Changi Rewards points;
- (8) Other physical car park coupon (a maximum of one physical coupon may be used).

The above order is subject to changes and the Customer may refer to <https://carpass.changiairport.com/FAQ.html> for the latest update.

- 3.5 For the avoidance of doubt, should a Customer have sufficient parking privileges, rewards or benefits accorded to him under paragraph 3.4(1), 3.4(2), 3.4(3) and/or 3.4(4) that is sufficient to fully offset his total parking charges, the Park & Fly eCoupon would not be utilised (even if it has been activated). The Customer will be able to utilize the activated Park & Fly eCoupon for his next visit to the Designated Park & Fly Car Park, provided the time of exit is within the Overall Validity Period as stated in paragraph 2.3(a) above.
- 3.6 If the Customer's total parking duration exceeds the Booked Parking Duration for whatever reason(s), the Customer will pay for the Excess Parking Duration in accordance with paragraph 2.4 above. If the Customer fails to activate his Park & Fly eCoupon at least 5 minutes prior to his vehicle's exit from the relevant Designated Park & Fly Car Park and the full parking charges for the Customer's total parking duration are deducted from his payment card, CAG shall not be liable to compensate or refund to the Customer the full parking charges incurred by the Customer and/or the Park & Fly eCoupon (or any part thereof).
- 3.7 Park & Fly eCoupons are subject to quota availability and CAG reserves the right to modify the quota or cease to offer Park & Fly @ Changi anytime at its discretion without advance notice. Where CAG ceases to offer Park & Fly @ Changi, CAG would still honour all Park & Fly eCoupons purchased before the date of cessation of Park & Fly @ Changi.
- 3.8 The Customer must ensure the security of his Changi App user account (i.e. Changi Account), as no replacement or refund will be made for Park & Fly eCoupons that are un-retrievable or mis-

used due to the Customer's failure to secure his Changi App user account (i.e. Changi Account). No replacement, extensions, or refund will be made for expired Park & Fly eCoupons.

#### **4. Change, Cancellation and Refund Policy**

- 4.1 Please see paragraph 2.3(a) for the validity period of the Park & Fly eCoupons. No changes may be made to any Park & Fly eCoupon once it is purchased (such as extending the validity date of the Park & Fly eCoupons purchased).
- 4.2 Should there be any changes to the Customer's travel itinerary, he can amend and update his revised planned date of exit for the relevant purchased Park & Fly eCoupon through the Portal, as long as that relevant Park & Fly eCoupon has not been activated or utilised. For the avoidance of doubt, any change to the Customer's planned date of exit will not affect the Overall Validity Period as set out at paragraph 2.3(a) above.
- 4.3 A cancellation of the Customer's order, with a cancellation fee of S\$5 (payable by the Customer), would only be allowed provided the Park & Fly eCoupon purchased has neither been activated nor redeemed. CAG will not cancel the Customer's order, nor provide any refund, once any Park & Fly eCoupon purchased has been activated and/or redeemed.
- 4.4 The net refund amount, after deduction of the cancellation fee, would be refunded to the Customer in the same currency and via the same payment mode that was used when the Park & Fly eCoupons were purchased. No refunds shall be made in cash and CAG shall not be liable to the Customer for any out-of-pocket costs incurred by the Customer relating to or in connection with the Customer's purchase, cancellation and refund of his Park & Fly eCoupon (e.g. foreign currency exchange rate differences should the Customer's credit card account not be Singapore dollar denominated). Any refunds of cancelled Park & Fly eCoupons may take up to 6 weeks from the date of cancellation to be processed. Should the Customer wish to enquire about the status of his cancellation or refund request, he may email [parkandfly@changiairport.com](mailto:parkandfly@changiairport.com) with the relevant booking confirmation reference.
- 4.5 CAG reserves the right to modify the cancellation fees charged under the eCoupon T&Cs at its sole discretion from time to time. The revised cancellation fees (including the updated eCoupon T&Cs) shall be posted on the Portal and shall take effect on the date of such posting, superseding the earlier version of the eCoupon T&Cs, and shall apply to all Park & Fly eCoupons (whether issued or otherwise). The Customer agrees that the revised cancellation fees shall apply with effect from and including the date such revised cancellation fees is posted notwithstanding that the Customer may have purchased the Park & Fly eCoupon before such date.
- 4.6 If the Customer's Park & Fly eCoupon was cancelled by CAG for a reason within CAG's direct control and not due to an event beyond CAG's control, CAG will refund to the Customer the full value of the cancelled Park & Fly eCoupon, based on the applicable purchase price.

- 4.7 All Park & Fly eCoupons are non-transferable to other persons, and non-exchangeable for cash or credit or benefit-in-kind. CAG reserves the right to void any unutilised Park & Fly eCoupons if any Park & Fly eCoupons purchased had been used in breach of the eCoupon T&Cs.

## **5. General**

- 5.1 CAG shall not be liable to the Customer for any losses, damages, costs and expenses suffered or incurred by the Customer relating to or in connection with his purchase and/or cancellation of Park & Fly eCoupons.
- 5.2 These eCoupon T&Cs shall be governed by the laws of Singapore and the parties hereby agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 5.3 CAG reserves the right to amend, modify or revise these eCoupon T&Cs (including the cancellation and refund policies), at its sole discretion from time to time. The updated eCoupon T&Cs shall be posted on the Portal and shall take effect on the date of such posting, superseding the earlier version of the eCoupon T&Cs, and shall apply to all Park & Fly eCoupons (whether issued or otherwise). The Customer agrees that the updated eCoupon T&Cs shall apply with effect from and including the date such updated eCoupon T&Cs is posted notwithstanding the Customer may have purchased the Park & Fly eCoupons before such date. It is the Customer's responsibility to check the website (<https://www.changiairport.com/content/dam/cag/airport-guide/Facilities-Services/AirportParking/preferential-parking-rates/Terms-and-Conditions-for-Park-and-Fly-eCoupon.pdf>) periodically for changes to the eCoupon T&Cs. If the Customer does not consent to the amended eCoupon T&Cs, the Customer shall not use the Park & Fly eCoupon. If, following such amendment to the eCoupon T&Cs, the Customer nevertheless uses the Park & Fly eCoupon, the Customer shall be deemed to have irrevocably consented to the amended eCoupon T&Cs and agreed to be bound by them.
- 5.4 Each of the provisions of these eCoupon T&Cs are severable from the other provisions. If any such provision or part thereof is or becomes invalid, unenforceable or illegal in any respect, such provision or part thereof, shall, to that extent that such provision is invalid, be deemed not to form part of these eCoupon T&Cs, but the validity, enforceability or legality of the remaining provisions shall not in any way be affected or impaired thereby.
- 5.5 The Customer's purchase of the Park & Fly eCoupons through the Portal is subject to the prevailing terms and conditions governing the Portal (which is available on the Portal).
- 5.6 The parking and use of Changi Airport's car park(s) by the Customer is subject to the prevailing terms and conditions of Changi Airport's car park(s) (which are displayed at the entrance of Changi

Airport's car parks), and by parking his vehicle at Changi Airport's car park(s), the Customer is deemed to have accepted the prevailing terms and conditions of Changi Airport's car park(s).

- 5.7 The provision of the goods and services in relation to the Park & Fly eCoupons under the "Park & Fly @ Changi Airport" programme requires the processing of the Customer's personal data, including Changi Rewards membership ID, email address, IU number and vehicle number. By purchasing the Park & Fly eCoupons, (a) the Customer agrees that CAG may retrieve and use the Customer's personal data that he has provided to CAG or that CAG holds about the Customer, and disclose same to third party service providers, for the purposes of providing the goods and services in relation to the Park & Fly eCoupons under the "Park & Fly @ Changi Airport" programme, including but not limited to the issuing of the Park & Fly eCoupons, sending the Customer reminder(s) about the purchased Park & Fly eCoupons, and any other relevant administrative matters relating to the Park & Fly eCoupons under the "Park & Fly @ Changi Airport" programme (the "**Relevant Purposes**"); and (b) the Customer consents to CAG's collection, use, disclosure, storage and other processing of the personal data he has provided to CAG or that CAG holds about the Customer, in accordance with all applicable privacy laws and CAG's Privacy Policy (<https://www.changiairport.com/en/privacy-policy.html>). If the Customer provides information about any individual other than himself, that Customer represents and warrants that he has valid authority and consent from the other individual(s) to do so, and he has ensured that the other individual(s) understands how such information will be used. That Customer also represents and warrants that the information he provides is complete and accurate.



**Full List of Prices for Park & Fly eCoupon (on CarPass)**

#	eCoupon Product	Park & Fly Price (in SGD)	Usual Price (in SGD)	Discount	Savings (in SGD)
1	1 Day (24 hours)	<b>\$40</b>	\$62.40	-36%	\$22.40
2	1.5 Days (36 hours)	<b>\$58</b>	\$93.60	-38%	\$35.60
3	2 Days (48 hours)	<b>\$75</b>	\$124.80	-40%	\$49.80
4	2.5 Days (60 hours)	<b>\$91</b>	\$156.00	-42%	\$65.00
5	3 Days (72 hours)	<b>\$105</b>	\$187.20	-44%	\$82.20
6	3.5 Days (84 hours)	<b>\$119</b>	\$218.40	-46%	\$99.40
7	4 Days (96 hours)	<b>\$131</b>	\$249.60	-48%	\$118.60
8	4.5 Days (108 hours)	<b>\$143</b>	\$280.80	-49%	\$137.80
9	5 Days (120 hours)	<b>\$155</b>	\$312.00	-50%	\$157.00
10	5.5 Days (132 hours)	<b>\$165</b>	\$343.20	-52%	\$178.20
11	6 Days (144 hours)	<b>\$175</b>	\$374.40	-53%	\$199.40
12	6.5 Days (156 hours)	<b>\$185</b>	\$405.60	-54%	\$220.60
13	7 Days (168 hours)	<b>\$195</b>	\$436.80	-55%	\$241.80
14	8 Days (192 hours)	<b>\$205</b>	\$499.20	-59%	\$294.20
15	9 Days (216 hours)	<b>\$215</b>	\$561.60	-62%	\$346.60
16	10 Days (240 hours)	<b>\$225</b>	\$624.00	-64%	\$399.00
17	11 Days (264 hours)	<b>\$235</b>	\$686.40	-66%	\$451.40
18	12 Days (288 hours)	<b>\$245</b>	\$748.80	-67%	\$503.80
19	13 Days (312 hours)	<b>\$255</b>	\$811.20	-69%	\$556.20
20	14 Days (336 hours)	<b>\$265</b>	\$873.60	-70%	\$608.60
21	15 Days (360 hours)	<b>\$275</b>	\$936.00	-71%	\$661.00
22	16 Days (384 hours)	<b>\$285</b>	\$998.40	-71%	\$713.40
23	17 Days (408 hours)	<b>\$295</b>	\$1,060.80	-72%	\$765.80
24	18 Days (432 hours)	<b>\$305</b>	\$1,123.20	-73%	\$818.20
25	19 Days (456 hours)	<b>\$315</b>	\$1,185.60	-73%	\$870.60
26	20 Days (480 hours)	<b>\$325</b>	\$1,248.00	-74%	\$923.00
27	21 Days (504 hours)	<b>\$335</b>	\$1,310.40	-74%	\$975.40