

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

By entering Changi Lounge, you (“**Customer**”) are deemed to have read, accepted and agreed to these T&Cs.

1. CONDITIONS OF ENTRY

- 1.1. Customer may enter Changi Lounge if:-
 - (a) he purchases a Changi Lounge service package and accesses Changi Lounge pursuant to that package;
 - (b) his access is pursuant to a lounge access and/or travel programme which Changi Lounge is a participant of;
or
 - (c) his access is pursuant to such other modes as permitted by CAG (as defined below) from time to time,

such package and/or access rights referred to as “**Changi Lounge Package**”.
- 1.2. Customer 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 valid authority to give consent on behalf of each Child to Changi Airport Group (Singapore) Pte Ltd (“**CAG**”) (as the service provider of Changi Lounge) to collect the information of that Child for purpose of Clause 5 below. The same shall apply to any Customer 18 years and above who is unable to give valid consent for whatsoever reason.
- 1.4. CAG 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 Package. Please approach the Changi Lounge receptionist for the scope of facilities and services applicable to the various types of Changi Lounge service packages, and the prices of such packages. All Changi Lounge Packages shall be subject to such terms and conditions as CAG may impose from time to time.
- 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.
- 2.3. CAG reserves the right to vary the operating hours of Changi Lounge or close Changi Lounge due to refurbishment, relocation or any other reason.

3. CUSTOMERS’ OBLIGATIONS

- 3.1. Customers shall at all times be appropriately dressed and shall behave in an appropriate manner. CAG reserves the right at its sole discretion to refuse entry or to remove any Customers whose behaviour or mode of dressing 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 shall not be liable in contract, tort (including negligence) or otherwise, for any (i) direct loss; (ii) indirect or consequential loss, (iii) damages; (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 4.1 (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. Without prejudice to the generality of Clause 4.1, CAG shall under no circumstances be liable for any Customer failing to board his flight and/or connecting transport vessel, and CAG shall not be obligated to make announcements relating to flights and/or connecting transport vessels in Changi Lounge.
- 4.4. Without prejudice to the generality of Clause 4.1, CAG 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. Use of the Changi Lounge requires the processing of the Customer's personal data. CAG may use the Customer's personal data for the purposes of administering the Changi Lounge products and services, providing relevant and personalised content designed to make the user experience smoother and more enjoyable, statistical analysis, and improving the products and services that the CAG group offers (the "**Relevant Purposes**"). CAG may also disclose such personal data to any of its subsidiaries, affiliates, service providers and/or agents for the Relevant Purposes. By using the Changi Lounge, the Customer consent to CAG's collection, use, disclosure, storage and other processing of any personal data provided in accordance with all applicable privacy laws and CAG's Privacy Policy (<https://www.changiairport.com/en/privacy-policy.html>).
- 5.2. The Customer represents and warrants that any personal data disclosed to CAG is complete and accurate. Where the Customer provides personal data on behalf of another, the Customer warrants that the Customer has valid authority to do so. The Customer shall fully indemnify CAG against any loss or damage that may result from his or her breach of this Clause 5.2.
- 5.3. For the avoidance of doubt, lounge access and/or travel programmes and their respective privacy policies and data collection processes are not administered by CAG and do not form part of these T&Cs.

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.

Last updated: 29 January 2021