

**Redemption / Booking of Activity Passes under Mangrove Adventures (Mangrove Hero and Jellyfish Craft Workshop) (the “Event” or “Mangrove Adventures”)
General Terms & Conditions**

1. The Event is organised by Changi Airport Group (Singapore) Pte. Ltd. (“CAG”).
2. By participating in and/or allowing your child/ward to participate in this Event, you agree to be bound by these Terms and Conditions (“Conditions”) and our Privacy Policy (available at <https://www.changiairport.com/en/privacy-policy.html>), which together constitute a binding agreement between you and Changi Airport Group (Singapore) Pte. Ltd. (“CAG”), governing your and/or your child’s/ward’s participation in this Event.
3. In these Conditions, references to ‘we’, ‘us’ and ‘our’ mean CAG, CAG’s appointed contractors, our respective subsidiaries and affiliates, as well as our directors, officers, agents and employees or independent contractors as the context requires.
4. A minimum spend of S\$50 (S\$80 for supermarkets and JEWEL) in a single, same-day receipt from any participating Retail or F&B outlet at Changi Airport Terminals 1, 2, 3 and 4 public areas (collectively “Changi Airport Public Areas”) (“Qualifying Spend Amount”) is required for shoppers to be entitled to the redemption of free activity pass(es) (“Activity Pass(es)”).
5. Every S\$50 (S\$80 for supermarkets and JEWEL) in a single, same-day receipt from any participating Retail or F&B outlet at Changi Airport Terminals 1, 2, 3 and 4 public areas qualifies for one free (1) redemption via Changi PlayPass. A maximum of ten (10) free Activity Passes can be redeemed in a single receipt. Users who paid via Changi Pay or Mastercard are entitled to 1 additional Activity Pass. Please see example below:

Activity	Qualifying Spend	Eligibility
Mangrove Hero	Minimum Spend of: \$50 in T1, T2, T3, T4 Public Area; or \$80 in Supermarkets & Jewel	Eligible for maximum of 10 S&R Activity Passes with every \$50 / \$80 spend <i>(e.g. \$200 / \$320 gets 4 Activity Passes)</i>
Jellyfish Craft Workshop		Users who paid by Changi Pay or Mastercard are entitled to 1 additional Activity Pass, maximum of 20 Activity Passes <i>(e.g. \$200 / \$320 gets 8 Activity Passes)</i>

6. Each Activity Pass is valid for the entry of one (1) person for one (1) play slot of the Mangrove Adventures (“Play Slot”) (Mangrove Hero or Jellyfish Craft Workshop, hereinafter collectively referred to as the “activities” or individually as the “activity”) on the terms set out below.
7. Receipt(s) presented for the redemption of Activity Passes must be for purchases meeting or exceeding the Qualifying Spend amount from any participating Shop & Dine outlet in Changi Airport Public Areas (excluding receipts from banks, money changing facilities, financial services, online purchases, including website or app ticket purchases for Jewel Attractions, SISTIC / AXS / SAM payments, Cash Card / Stored Value Cards Top-Up transactions, medical clinics, topping up of gift cards or loyalty cards, and vouchers, temporary outposts operated by non-CAG tenants at promotional spaces e.g. Terminal 3 Level 2 Avatar Outpost, Jewel Atrium and Cloud9 Piazza, Lounges, passenger meeting services, tour and travel services, online/kiosk purchases with electronic receipts, car rental services, airport shuttle and transportation counters, Tobacco products, postal services, telecommunication outlets including StarHub, pay-per-use, ambassador and airline lounges, Changi Lounge, Changi Recommends outlets and service counters, Changi Experience Studio, Jewel attractions such as

Canopy Park, Sky Nets, Hedge Maze and Mirror Maze, MindChamps Preschool, other ticketed events on Changi Playpass including but not limited to Changi Underground Carnival and Glamping in the Clouds, baggage storage services counter, YOTELAir and Crowne Plaza Hotel and all F&B outlets within the hotels' premises,) and must also be made via one of the following qualifying payment modes ("**Qualifying Receipts**"):

- ✓ Cash (in local currency or equivalent amount in foreign currency)
- ✓ NETS and Credit cards

8. Payments made via other payment modes not mentioned under clause 5 above (such as Changi Dollar vouchers, Changi Rewards eVoucher, Changi Gift Cards, tenant vouchers e.g. NTUC vouchers ("**Alternative Modes of Payment**")) are excluded from the computation of the Qualifying Spend Amount, unless such Alternative Modes of Payment are used for partial payment for the transaction, with the balance amount paid in cash, NETS, credit cards meeting the Qualifying Spend Amount.
9. All redemptions must be made via iChangi App with valid Changi Rewards membership account. New members may also download iChangi App for subsequent redemption of the tickets.
10. To qualify, receipt purchases must be made from 11 November 2022 to 1 January 2023. All Play Slots must be booked via the iChangi app.
11. Redemption and booking of Play Slots must be made within **7 days** from the date of the Qualifying Receipt (inclusive) or date of purchase of the activity pass (inclusive) via iChangi App.
12. For Mangrove Hero, one (1) Activity Pass admits one (1) person for a single entry during its operating hours. Please note that Play Slots are available for bookings from 12pm to 9pm for Mondays to Thursdays (last entry at 8.30pm) and 12pm to 10pm for Fridays to Sundays, Public Holiday and eve of Public Holidays (last entry at 9.30pm).
13. For Jellyfish Craft Workshop, one (1) Activity Pass admits a maximum of one (1) child aged 12 years and below and an accompanying adult aged 18 years and above; or one (1) participant aged 13 years and above. Please note that Play Slots are available for bookings from 12pm to 9pm for Mondays to Thursdays (last entry at 8.30pm) and 12pm to 10pm for Fridays to Sundays, Public Holiday and eve of Public Holidays (last entry at 9.30pm).
14. Redemptions and booking of play slots are on a first-come-first-serve basis and subjected to availability.
15. Qualifying Receipt(s) must be presented at the registration counter for verification purposes prior to entry to the event. CAG reserves the rights to refuse entry for erroneous redemption or missing/defaced receipt(s).
16. Activity passes are available for purchase via Changi PlayPass in accordance with the following:

Price per activity pass		Mon - Thu	Fri – Sun
Opening Hours		1200 - 2100	1200 – 2200
Spend & Redeem	Price (Mangrove Hero <u>or</u> Jellyfish Craft Workshop)	\$0.00	\$0.00
Regular	Price (Mangrove Hero <u>or</u> Jellyfish Craft Workshop)	\$10.00	\$13.00
	Bundle Purchase Price	\$15.00	\$21.00

	(Mangrove Hero + Jellyfish Craft)		
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17. All redemptions of Activity Passes (regardless of whether purchased or redeemed) are non-exchangeable, non-refundable, and not for resale.
18. All participants are required to take note of the following play time and entry requirements (“**Entry Requirements**”) for both activities. **Failure to meet the Entry Requirements will result in rejected entry and no refunds will be provided.**

Activity	Entry Requirements	Slot Time	Inclusions
Mangrove Hero	<ul style="list-style-type: none"> • Minimum 9 years* and above • Wear Mask, Covered Shoes and Goggles for safety 	30 min	15 min Briefing and Gearing Up + 15 min Playtime
Mangrove Hero (Junior)	<ul style="list-style-type: none"> • Minimum 6 years* to 8 years old • Wear Mask, Covered Shoes and Goggles for safety 	30 min	15 min Briefing and Gearing Up + 15 min Playtime
Jellyfish Craft Workshop	Minimum 6 years* and above	30 min	5 min Briefing + 25 min Play time

****Age as of Date of Participation***

19. Verification checks on participants’ age will be conducted at the point of on-site registration or upon entry into the activity area. Accompanying adults are required to produce Singpass / Birth Certificate/ Passport of children aged 12 years and below for verification. Failure to meet the Entry Requirements (as per Clause 18) will result in rejection for entry to the activities and no refunds will be provided.
20. Participants shall proceed to the Registration Entry Points **at least 10 minutes before their slot** to complete all required registration procedures. Parent/Guardian/s must accompany your child/children/ward/s at the point of registration and when returning to the holding area.
21. In the event of no show and/or late arrival, the booked Play Slot will be forfeited and no refunds will be provided. We will not be liable for any of your losses or expenses incurred due to the failure to comply with the provisions.
22. For Mangrove Hero, any complimentary giveaway(s) issued upon completion of the activity is strictly non-exchangeable, non-refundable and not for resale.
23. For the Jellyfish craft workshop, all participants except the Accompanying Adult, is required to have an activity pass. Children aged 12 and below must be accompanied by an adult of 18 years old and above (“Accompanying Adult”). The Accompanying Adult does not require an Activity Pass for entry.
24. No food and drinks are allowed at the Event.
25. For participants’ safety, personal photography devices (except mobile phones), umbrellas, and/or bags are strictly not allowed at Mangrove Heroes.
26. No photography is allowed within the Activity Area of Mangrove Hero for safety reasons.

27. People who are pregnant, wheelchair bound, or suffering from medical conditions, such as back, heart, bodily aches, muscles strain or injuries, motion sickness or any other relevant health conditions are NOT allowed to participate in Mangrove Hero.
28. Participation in the Event is strictly at your own risk. By participating in and/or allowing your child/children/ward/s to participate, you declare that you and/or your child/children/ward/s are in good mental and physical health and do not have any conditions (e.g. motion sickness, heart, neck, back or leg problems) that may be detrimental to your and/or your child's/children's/ward/s' well-being in participating in the Event, nor are you your child/children/ward/s under the influence of any medication that may influence your ability to participate in any of the activities.
29. To the fullest extent permitted by law: (i) CAG, its subsidiaries and affiliates, including Q's Advertising Pte Ltd, TMGPLC Asia Pte Ltd, ACE Archery and all CAG's appointed vendors, as well as their directors, officers, agents and employees shall not be responsible for any damage or personal injury to you or to any Participant in this Event, and/or loss or damage to any property sustained as a result of your or their participation in this Event, including without limitation all direct loss, indirect or consequential loss, cost and expense, or loss of profits; and (ii) By participating in and allowing your child/ward to participate in this Event, you agree to indemnify CAG, its subsidiaries and affiliates, as well as their directors, officers, agents and employees against all claims, losses, damages, costs or expenses which may be made against or suffered by CAG, its subsidiaries and affiliates, as well as their directors, officers, agents and employees, in respect of any injury (including fatal injury), loss or damage to property arising out of or in connection with your and/or any Participant's participation in this Event.
30. All participants are required to follow the instructions of the crew, observe safe distancing and adhere to prevailing Safe Management Measures (including but not limited to the applicable vaccination-differentiated Safe Management Measures) at the event site for their own safety and well-being. We reserve the right to deny entry to the Event or to request that any participant exits from the Event in the event the participant(s) fails to comply with the prevailing Safe Management Measures. In such event, there shall be no refund of any activity passes purchased or replacement of any activity passes redeemed.
31. Further, CAG reserves the right to refuse or terminate the participation of any person for any reason whatsoever, including but not limited to unsafe or unruly behaviour that may result in harm or damage to that person or any other persons and/or property.
32. To promote and advertise the Event, CAG reserves the right to engage authorised photographers and videographers to take photographs and/or video recordings. By participating in the event, you consent to being photographed and recorded by authorised photographers and videographers as guest/customers at the Event and consent to the use of such images, films or recordings for public transmission and for the marketing and publicity materials of CAG. Further, by participating in and allowing any child/children/ward/s under your care to participate in this Event and providing your personal data and the personal data of the participants to us, you consent to the collection, use or disclosure of the personal data of yourself and your child/children/ward/s, in accordance with our Privacy Policy and the Personal Data Protection Act 2012 as updated from time to time, for CAG's reasonable business purposes including without limitation: to administer any relevant lucky draw, statistical analyses, marketing, survey participation, to ensure compliance with and to enforce these Conditions, to address queries we receive in relation to your or any participant's participation in this Event, to protect the safety and security of our staff and property, and/or to comply with applicable laws, regulations, and/or orders of court requiring disclosure of your and/or any Participant's personal data.
33. CAG's decision on all matters relating to the Event and its promotion is final, conclusive and binding.
34. CAG reserves the right to amend these Conditions without further notice to you, and you agree to be bound by such amended Conditions.