

Booking of Glamp-cation Slot to Glamping in the Clouds (referred to as the “Event”) Terms & Conditions

1. The Event is organised by Changi Airport Group (Singapore) Pte. Ltd. (“**CAG**”) and GlampingCity Pte Ltd (“**GC**”).

2. By participating in and/or making a booking for 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, CAG and GC, governing your participation in this Event.

3. In these Conditions, references to ‘we’, ‘us’ and ‘our’ mean CAG and GC, our respective subsidiaries and affiliates, as well as their directors, officers, agents and employees or independent contractors as the context requires.

4. The prices for each glamp-cation slot which allows up to a maximum of a) 3 adults or b) 2 adults and 2 children, or such other capacity as may be allowed under the prevailing Safe Management Measures and regulations, to participate in one session of the Event are as follows:

Price per glamp-cation slot	Mon – Thu	Fri – Sun
Opening Hours	6.00pm – 10.00am (+1)	6.00pm – 10.00am (+1)
Regular	S\$400	S\$450

5. By participating in and/or allowing a child/ward under your care (“**Participant**”) to participate, you declare that you and all Participants are in good physical health and do not have any conditions (e.g. heart, neck, leg or back problems) that may be detrimental to your or their well-being by participating, nor are you or any Participant under the influence of any alcohol or medication that may influence your or their ability to participate in the glamping, move or be mobile.

6. Booking of glamp-cation slots must be made at least **24 hours in advance** from the intended date of the activity via Changi PlayPass. Booking of glamp-cation slots are on a first-come-first-serve basis and subject to availability.

7. All bookings made in relation to the Event are strictly non-exchangeable, non-refundable, non-amendable, and not for resale.

8. One (1) glamp-cation slot admits one (1) group of participants (the number of participants in each group as set out in Clause 4 of these Conditions), for a single stay on the date stipulated on the glamp-cation slot booked.

9. CAG reserves the right to replace and/or exchange the inclusions of the Glamping package offered under the Event, which can be found at <https://www.changiairport.com/en/changifestivevillage/stay/glamping-in-the-clouds.html> without prior notice.

10. All merchandise included in the Glamping packages offered under the Event are on a first-come-first-serve basis, and only whilst stocks last. Strictly no exchange or refunds will be permitted in any circumstances.

11. Participation in the Event requires the processing of each Participant's personal data, including but not limited to full name, personal mobile number and email address for the purposes of administering the Event, matching personal data collected through this Event with other data CAG holds about the Participant to optimise operations and services offered to the Participant through the Event and other platforms. By participating in the Event, each Participant consents 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>).

12. By submission of the required details, the Participant(s) declare that all information submitted is complete and accurate as per the records on their identification document(s). Where the Participant is disclosing the data on behalf of another, he or she represents and warrants that he or she has the authority and requisite consent to disclose the personal data which he or she provides to CAG pursuant to these Conditions. CAG and GC reserves the right to reject bookings for the Event that are incomplete, inaccurate or for any other reason(s) which neither CAG nor GC are obliged to disclose.

13. Identification document(s) and booking confirmation must be presented at the designated reception booth for verification purposes prior to entry to the Event. CAG reserves the right to refuse entry for erroneous bookings or missing/incorrect detail(s) either on the submitted details or on the identification document(s).

14. CAG and GC reserves the right to deny entry to any Participant(s) for any inaccuracies between the submitted information and the identification document(s). In the event any Participant is denied entry to the Event, there shall strictly be no refund(s) or change of date(s) of the booked slot(s).

15. Participants are advised to proceed to the Glamp-cation Entry Points **10 (ten) minutes before their check-in time** to complete all required registration, briefing and safety procedures. All participant(s) must be physically present at the point of check-in. Parent/Guardian/s must accompany your child/children/ward/s at the point of check-in and when returning to the glamping area.

16. In the case of no show and/or late arrival, the booked slot will be forfeited and there shall be strictly no refund(s) or change of date(s). CAG will not be liable for any of your losses or expenses incurred due to the failure to comply with the provisions.

17. Minors below 18 years old must always be accompanied by an adult of 18 years old and above upon check-in and when moving around the glamping area. The accompanying adult must be part of the group in the booking, and cleared for entry into the glamping area.

18. All glamping tents are allocated at our sole discretion and no requests for specific glamping tents or change of glamping tents allocated shall be allowed.

19. All participants are required to adhere to prevailing Safe Management Measures (including but not limited to the applicable vaccination-differentiated Safe Management Measures ("VDS")) 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 exit 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.

20. For the safety and well-being of all Participants, pursuant to the VDS (and/or such other prevailing safe management measures that may be imposed or varied from time to time) non-vaccinated person(s) above age 12 and/or person(s) with positive PET test status or lack thereof a negative PET test status shall be rejected entry to the Event.

21. Participants are solely responsible for the safe-keeping of their valuable items and possessions throughout the duration of the Event.

22. Participation in the Event is strictly at your own risk. Participants who are pregnant, wheelchair bound, or suffering from medical conditions are strongly advised not to participate in the Event. Participants must observe the maximum load capacity, height requirements (if any) and suitable age group for certain play elements and/or attractions included in the glamping package and the glamping area.

23. Participants must comply with the following Glamp-cation Requirements throughout their entire glamping duration:

- (a) Wristbands issued at entry shall be kept on at all times throughout the glamping period. Guests without wristbands will have to be escorted out of the glamping ground;
- (c) No loitering beyond the designated glamping ground;
- (d) No smoking within Jewel; and,
- (e) No unruly behaviour.

24. If you and/or any other Participant(s) in your booking group:

- (a) fail to arrive by the stipulated time at the Event's registration location and/or
- (b) fail to adhere to VDS requirements and/or
- (c) appear non-compliant with Glamp-cation Requirements set out above and/or not ready to participate we reserve the right to:
 - reject the slot reserved for you;
 - not delay the other participants booked at the same Glamp to accommodate you and/or the Participants;
 - forfeit your booking and/or disallow any rebooking of the Event for another timeslot with no refund of any fees paid for the Event.

25. Without prejudice to the generality of clause 26 below, we shall not be liable for any of your losses or expenses incurred due to the failure to comply with these Conditions.

26. We reserve the right to refuse or terminate the participation of any Participant in the Event for any reason whatsoever, including but not limited to unsafe or unruly behaviour that may result in harm or damage to the Participant or any other persons and/or property.

27. 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 and allowing any Participant under your care to participate in the Event, you consent to yourself and such participant 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 Participant 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 all Participants, in accordance with our Privacy Policy and the Personal Data Protection Act 2012 as may be 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. CAG's decision on all matters relating to this Event and these Conditions is final, conclusive and binding on all.

28. To the fullest extent permitted by law: (i) CAG, its subsidiaries and affiliates, 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.

29. CAG's decision on all matters relating to the Event and its promotion is final, conclusive and binding.

30. CAG reserves the right to vary these Conditions herein at any time at its absolute discretion without notice to you, and you agree to be bound by such amended/varied Conditions.

31. These Conditions are governed by the laws of the Republic of Singapore. You hereby agree to submit to the non-exclusive jurisdiction of the Singapore courts for any dispute arising out of or in connection with these Conditions or your or your child's/ward's participation in this Event.

CHANGI PAY PROMOTION

32. The Promotion

32.1 The Promotion is open to all iChangi users ("**Eligible Users**") who meet all the requirements set out in these Terms and Conditions.

32.2 To receive the e-Voucher, Eligible Users must successfully activated Changi Pay via iChangi mobile application before or during the Promotion Period, as explained in Clause 33.2.

33. Promotion Mechanics

33.1 To qualify for the Promotion, an Eligible User will need to purchase the Glamp-cation in the Clouds event at a full price ("**Qualifying Transaction**") organised by Changi Airport Group (Singapore) Pte Ltd ("**CAG**") during the Promotion Period.

33.2 CAG shall award the e-Voucher(s) to Eligible User, subject to the requirements of these Terms and Conditions as set out in the table below:

	Advanced Sale	Public Sale
Promotion Period	Successful purchase of Glamp-cation made on/before 9 November 2022, 2359hrs	Successful purchase made of Glamp-cation from 10 November 2022 0000hrs to 31 December 2359hrs
Promotion Mechanics	Eligible user will receive five (5) e-Vouchers with a total worth of S\$10 discount return e-Voucher (“e-Vouchers”) (5 e-Vouchers x <u>\$2 with a minimum spend of S\$5*</u>)	Eligible user will receive a S\$5 discount return e-Voucher with no minimum spend required (“e-Voucher”) for their subsequent purchase.
Redemption Limit	Limit to the first 200 qualifying transactions, it is capped at a maximum of one (1) redemption per Eligible User. It will be first-come-first-served basis, subjected to availability.	Limit to first 2,000 qualifying transactions, it is capped at a maximum of one (1) redemption per Eligible User. It will be first-come-first-served basis, subjected to availability.
Activation of Changi Pay	Eligible User must successfully activated Changi Pay before/on 9 th November 2359hours.	Eligible User must successfully activated Changi Pay before/on 31 st December 2022 2359hours.
Crediting of e-Voucher	e-Voucher will be credited into your Changi Pay digital wallet by 30th November 2022	e-Voucher will be credited into your Changi Pay digital wallet by 31st January 2023
Validity	e-Voucher must be utilized by 31st December 2022	e-Voucher must be utilized by 31st March 2023
Locations accepts Changi Pay	The e-Voucher can be used at all outlets accepting Changi Pay in Changi Airport Terminals, Jewel Changi and iShopChangi. It is not applicable to Changi Airport Terminal 2 Canteen.	The e-Voucher can be used at all outlets accepting Changi Pay in Changi Airport Terminals, Jewel Changi and iShopChangi. It is not applicable to Changi Airport Terminal 2 Canteen.

33.3 The e-Voucher(s) is not stackable with other discount vouchers, marketing promotion and campaigns.

33.4 The e-Voucher(s) is strictly non-refundable, non-transferable, and non-assignable.

33.5 The e-Voucher(s) is strictly not exchangeable for cash.

33.6 CAG will reserve all rights in its sole and absolute discretion to determine the eligibility of any user to receive the e-Voucher(s) during the Promotion Period. If CAG in its sole and absolute

discretion decides that the user is not eligible for the e-Voucher(s), the e-Voucher(s) will not be awarded.