

Candy Carnival
(the "Event" or "Carnival")
General Terms & Conditions

1. The Event is organised by Changi Airport Group (Singapore) Pte. Ltd. ("**CAG**") and Moo Play (S) Pte Ltd ("**Company**").
2. By participating in and/or allowing your child/ward to participate in this Event, you confirm that you have read, understood and 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 (as described in the Parts below), our respective subsidiaries and affiliates, as well as our directors, officers, agents and employees or independent contractors as the context requires.
4. Subject to these Conditions, you shall be entitled to redeem five (5) Carnival Credits ("**Credits**" or "**Carnival Credits**") upon a minimum spend of S\$50 (S\$80 for supermarkets and Jewel) ("**Qualifying Spend Amount**") 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, and Jewel (collectively "**Changi Airport Public Areas**"). Each qualifying receipt may only be redeemed once. Redemption of Carnival Credits is on a first-come-first-served basis and subject to availability.
5. Each valid receipt ("**Qualifying Receipt**") presented for the redemption of Carnival Credits must be for purchases meeting or exceeding the Qualifying Spend Amount from any participating outlet in Changi Airport Public Areas, and must also be made via one of the following qualifying payment modes ("**Qualifying Modes of Payment**"):
 - ✓ Cash (in local currency or equivalent amount in foreign currency)
 - ✓ NETS and Credit cards
 - ✓ Changi Pay
6. The following receipts are not eligible for redemption for Carnival Credits: receipts from banks, money changing facilities, financial services, online purchases, 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 such as 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 Candy Carnival and Candy Snow House, baggage storage services counter, YOTELAir and Crowne Plaza Hotel and all F&B outlets within the hotels' premises)
7. Payments made via other payment modes not mentioned under clause 5 above (including but not limited to Changi Dollar vouchers, Changi Rewards eVoucher, Changi Gift Cards, Changi Pay vouchers, or other vouchers issued by tenants in the airport such as NTUC vouchers ("**Alternative Modes of Payment**")) are excluded from the computation of the Qualifying Spend Amount. For the avoidance of doubt, the Qualifying Spend Amount may only be made via Qualifying Modes of Payment, even if Alternative Modes of Payment are also used within the same transaction.
8. All redemptions must be made via the Changi App with a valid Changi Rewards membership account.
9. Only receipts issued for purchases made from 4 November 2023 to 31 March 2024 ("**Event Period**") shall be eligible as Qualifying Receipts. All Carnival Credits must be redeemed via the Changi App. The Carnival shall only

be operational during the Event Period from 12pm to 10pm from Mondays to Sundays, inclusive of Public Holidays and eve of Public Holidays ("**Operating Hours**").

10. Each Qualifying Receipt shall only be eligible for one (1) redemption via Changi App PlayPass per Qualifying Receipt regardless of amount spent in excess of the qualifying spend.
11. Each Qualifying Receipt may only be redeemed for Carnival Credits within **7 days** from the date of the purchase ("**Valid Period**").
12. All Carnival Credits may only be exchanged for physical tokens for use at the Carnival during Operating Hours.
13. One (1) Carnival Credit is equivalent to one (1) physical token for exchange at the Carnival during Operating Hours.
14. Qualifying Receipt(s) must be presented physically at the Carnival counter for verification purposes prior to exchange of physical tokens at the Carnival. CAG reserves the right to refuse the token exchange for erroneous redemption or missing/defaced receipt(s). For the avoidance of doubt, only an original physical Qualifying Receipt will be accepted, and not a photo of said receipt.
15. Where the transaction is made through Changi Pay, the Qualifying Receipt(s) can be in the form of Transaction Details in Changi Pay. For avoidance of doubt, screenshot or a photo of the Transaction Details page will not be accepted.
16. Carnival Credits may be purchased via Changi PlayPass as follows:

Purchase of Carnival Credits		Price	Carnival Credits Issued
Regular	Price	S\$10.00	10
Deal 1	Buy 20 and get 1 free	S\$20.00	21
Deal 2	Buy 50 and get 5 free	S\$50.00	55
Deal 3	Buy 100 and get 20 free	S\$100.00	120

17. All Carnival Credits (regardless of whether they are purchased via Playpass or redeemed) have no monetary value, are non-transferrable, non-refundable, not for resale, and cannot be exchanged (whether wholly or partly) for cash or credit.
18. All Carnival Credits and physical tokens are valid only during the Event Period, during the Carnival's Operating Hours, and any redemption of Carnival Credits and physical tokens shall be on a first come, first served basis. Any unredeemed/unused Carnival Credits and physical tokens after the Event Period will be forfeited and no refund will be provided. We will not be liable for any losses or expenses incurred due to failure to redeem and/or utilise any Carnival Credits and/or physical tokens.
19. No outside food and drinks are allowed at the Carnival. Consumption of food and drinks shall only be at dining zones designated at CAG's sole discretion at the Carnival.
20. Participants must observe all maximum load capacity requirements and suitable age group recommendations for all play elements, stations, and activities inside the Carnival.
21. Minimum age requirements apply for certain activities at the Carnival. Participants may be requested to present valid identification for age verification before entry into such activities.

22. For the Candy Kart activity at the Carnival, all participants are required to be a **minimum age of 5 years as of race date and minimum 1.1 metres in height at point of entry**. CAG reserves the right to refuse entry to any participant if they fail to meet any entry requirement for any activity, as stipulated from time to time by CAG at its sole discretion.
23. **Verification checks on participants' age will be conducted** at the point of on-site registration or upon entry into the activity area by means of digital or physical NRIC. Accompanying adults for minors aged 5 years to 17 years old will be required to produce Singpass / Student Ez-link for verification. Failure to meet the age requirements or any other requirements as stipulated by CAG at its sole discretion will result in rejection for entry to the Event and participants shall not be entitled to any refunds or other compensation.
24. Participants are not allowed to participate in the Candy Kart activity if they are wearing loose clothing, not wearing covered shoes, or under the influence of alcohol or medication.
25. All participants shall adhere to the following requirements for Candy Kart:
- Use of mobile phones are not permitted while operating the Candy Kart.
 - No food and drinks are allowed in the Candy Kart.
 - Completion and satisfaction of all registration and safety requirements as stipulated by CAG, its contractors and/or its agents. Parents/guardians shall accompany their children/wards at the point of registration and when returning to the holding area.
 - Personal photography devices and bags are strictly not allowed in the Candy Kart for participants' safety. CAG may, in exceptional cases and at its sole discretion, allow the use of cameras with secure body harness or car mounts, as long as said cameras keep both participants' hands free and do not interfere with the operation of the vehicle (including but not limited to the steering of vehicles with both hands). Participants shall not be holding any camera at any point during the activity. For the avoidance of doubt, the use of any camera equipment shall be at CAG's sole discretion and CAG shall not be required to provide any reasons for a refusal.
26. Participants who are pregnant, wheelchair bound, or suffering from medical conditions are strongly to exercise caution during game play at the various game stations and activities and to immediately cease participation and inform any Event staff member if they are feeling unwell.
27. Participation in the Event is strictly at your own risk. By participating and/or allowing your children/wards to participate in the Event, you declare that you and/or your children/wards are in good mental and physical health and do not have any health condition (including but not limited to motion sickness, heart, neck, back or leg conditions) that may be detrimental to your and/or your children's/wards' well-being in participating in the Event, and further that neither you nor your children/wards are under the influence of any alcohol and/or medication that may influence your/their ability to participate in the Event.
28. To the fullest extent permitted by law: (i) CAG, its subsidiaries and affiliates, the Company, 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.
29. All participants shall at all times follow the instructions of CAG and its employees, vendors, contractors, and agents, 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 exit from the Event in the event said participant fails to comply with the prevailing Safe Management Measures. In such event, there shall be no refund of any Carnival Credits, physical tokens or any kind whatsoever.

30. Further, CAG reserves the right to refuse or terminate the participation of any person in the Event (or any part of the Event) 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.
31. To promote and advertise the Event, CAG has engaged authorised photographers and videographers to take photographs and/or video recordings of the Event. By participating in the Event, you consent to being photographed and recorded by CAG's authorised photographers and videographers as guests/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/ward under your care to participate in this Event and providing your personal data and the personal data of your child/ward to CAG, you consent to the collection, use or disclosure of the personal data of yourself and your child/ward, in accordance with CAG's 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 CAG may receive in relation to your or any participant's participation in this Event, to protect the safety and security of CAG 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.
32. CAG's decision on all matters relating to the Event and its promotion is final, conclusive and binding.
33. CAG reserves the right to amend these Conditions without further notice to you, and you agree to be bound by such amended Conditions.

CHANGI PAY PROMOTION (the "Changi Pay Promotion")

34. The Changi Pay Promotion
 - a) The Promotion will commence from 4th November 2023 (0000 hours) to 31 March 2024 (2059 hours) (both dates are inclusive) or when all promotional Carnival Credits have been successfully utilised, whichever is earlier ("**Changi Pay Promotion Period**").
 - b) The Promotion is open to all Changi Pay users ("**Changi Pay Eligible Users**") who meet all the requirements set out in these Conditions.
35. Changi Pay Promotion Mechanics
 - a) To qualify for the Changi Pay Promotion, a Changi Pay Eligible User must complete purchases meeting or exceeding the Qualifying Spend Amount (as defined above) in a single same-day receipt in Changi Airport Public Areas with payment made via Changi Pay during the Changi Pay Promotion Period. ("**Changi Pay Qualifying Transaction**").
 - b) Each Changi Pay Eligible User will receive an additional 5 Carnival Credits, redeemable through Changi PlayPass.
 - c) For avoidance of doubt, any single Changi Pay Qualifying Transaction shall only be eligible for a maximum of 10 Carnival Credits.
 - d) The Promotion is valid during the Promotion Period. Redemption of Carnival Credits is on a first-come-first-served basis and subject to availability. Changi Pay Eligible User(s) must redeem the Carnival Credits **within 7 days** of the Changi Pay Qualifying Transaction via Changi App and exchange them for physical tokens at the Carnival. Any Carnival Credits not redeemed within 7 days shall expire without any refund or other compensation due to you.
 - e) The physical tokens must be utilised at the Carnival by 31st March 2024. Any physical tokens not utilized shall expire thereafter without any refund or other compensation due to you.

- f) The Carnival Credits has no monetary value and is strictly non-refundable, non-transferable, and not for resale.
- g) The Carnival Credits is strictly not exchangeable (whether wholly or partly) for cash.
- h) For the avoidance of doubt, in the event that any person entitled to Carnival Credits is subsequently found to be ineligible for the Changi Pay Promotion, CAG reserves the right to (i) forfeit or withdraw the Carnival Credits at any time; and/or (ii) deny that person entry to and/or participation in the Event and/or the Changi Pay Promotion.

MASTERCARD PROMOTION (the “Mastercard Promotion”)

36. The Mastercard Promotion

- a) The Promotion will commence from 4th November 2023 (0000 hours) to 31 March 2024 (2059 hours) (both dates are inclusive) or when all promotional Carnival Credits have been successfully utilised, whichever is earlier (“**Mastercard Promotion Period**”).
- b) The Promotion is open to all Mastercard users (“**Mastercard Eligible Users**”) who meet all the requirements set out in these Conditions.
- c) Payment made via third party digital wallets tied to Mastercard, such as Google Pay, Apple Pay, GrabPay, Changi Pay are not eligible for the Promotion.

37. Mastercard Promotion Mechanics

- a) To qualify for the Mastercard Promotion, a Mastercard Eligible User must complete purchases meeting or exceeding the Qualifying Spend Amount (as defined above) in a single same-day receipt in Changi Airport Public Areas with payment made via Mastercard during the Mastercard Promotion Period. (“**Mastercard Qualifying Transaction**”).
- b) Each Mastercard Eligible User will receive an additional 5 Carnival Credits, redeemable through Changi PlayPass.
- c) For avoidance of doubt, any single Mastercard Qualifying Transaction shall only be eligible for a maximum of 10 Carnival Credits.
- d) The Mastercard Promotion is valid during the Mastercard Promotion Period. Redemption of Carnival Credits is on a first-come-first-served basis and subject to availability.
- e) Mastercard Eligible User(s) must redeem the Carnival Credits **within 7 days** of the Mastercard Qualifying Transaction via Changi App and exchange them for physical tokens at the Carnival. Any Carnival Credits not redeemed within 7 days shall expire without any refund or other compensation due to you.
- f) The physical tokens must be utilised at the Carnival by 31st March 2024. Any physical tokens not utilized shall expire thereafter without any refund or other compensation due to you.
- g) The Carnival Credits has no monetary value and is strictly non-refundable, non-transferable, and not for resale.
- h) The Carnival Credits is strictly not exchangeable (whether wholly or partly) for cash.
- i) For the avoidance of doubt, in the event that any person entitled to Carnival Credits is subsequently found to be ineligible for the Mastercard Promotion, CAG reserves the right to (i) forfeit or withdraw the Carnival Credits at any time; and/or (ii) deny that person entry to and/or participation in the Event and/or the Mastercard Promotion.