

Terms and Conditions for participation in the Candy Snow House:

1. The Event, Candy Snow House is organised by Changi Airport Group (Singapore) Pte. Ltd. ("CAG") and is supported by Snow Venture Pte Ltd, the operator of the Candy Snow House activity.
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. One (1) Candy Snow House pass admits one (1) person for a single entry during the operating hours of the Candy Snow House.
5. Last entry into the Candy Snow House is at 9pm. Participants who wish to enter the Snow House after 9pm will be denied.
6. All Candy Snow House passes once purchased can be used to enter the Candy Snow House anytime during the event period. The maximum capacity to the Candy Snow House is capped at 100 participants at any one time.
7. Candy Snow House ticket is available for purchase via the Changi App at \$18 per pass or 20 Carnival Credits or 20 Carnival Tokens.
8. All redemptions and purchases of Candy Snow Houses passes are non-exchangeable, non-refundable, and not for resale.
9. Participants can convert their Carnival Credits purchased via Playpass into Carnival Tokens at the Candy Carnival however, any unused Carnival Tokens cannot be converted back to Carnival Credits on Playpass.
10. No refunds will be given after the purchase of the Candy Snow House pass. In the case of no show, the pass will be forfeited, and no refunds will be provided.
11. Each play slot is 60 mins which consists of 15 minutes of briefing/preparation and approximately 45 minutes of play time.
12. Children 7 years old and below must always be accompanied by an adult of 18 years old and above. Accompanying adult would also require a pass for entry. There is no age limitation nor height requirement for this activity.
13. No food and drinks are allowed in Candy Snow House.
14. Participants who are pregnant, wheelchair bound, or suffering from medical problems relating to the heart, back and neck are advised not to enter Candy Snow House. Participants must observe the maximum load capacity and suitable age group for certain play elements inside the Candy Snow House.
15. For participants' safety, personal photography devices are strictly not allowed in the Candy Snow House. There will be photographer(s) onsite for assistance.
16. Participants must be appropriately attired in winter jackets, boots and long pants. Shorts and traditional costumes are not allowed.
17. A Candy Snow House pass includes complimentary use of winter jackets and boots for the participant of age 3 years old and above. Participants are encouraged to bring their own winter wear especially for kids below 3 years old.

18. Wearing long pants is compulsory to keep participants safe and warm in the subzero temperature of the Candy Snow House. For hygiene purposes, wearing socks is required when using the provided boots. Other optional winter wear is available for rental/purchase as follows:
 - Waterproof pants: for rental at \$4.50 per pair
 - Gloves: for rental at \$3.50 per pair
 - Socks: for purchase at \$3.50 per pair
 - Children's earmuff for purchase at \$6
 - Locker: for rental at \$2 per locker
19. 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 well-being by participating, nor are you under the influence of any medication that may influence your ability to move.
20. To the fullest extent permitted by law: (i) CAG, its subsidiaries and affiliates, including Snow Venture Pte Ltd, as well as their respective 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."
21. All participants are required to follow the instructions of the crew and observe safety measures at the event site for their own safety and well-being. CAG reserves 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 safety measures. In such event, there shall be no refund of any activity passes purchased or replacement of any activity passes redeemed.
22. 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.
23. 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/ward 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 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.
24. CAG's decision on all matters relating to the Event and its promotion is final, conclusive and binding.
25. CAG reserves the right to amend these Conditions without further notice to you, and you agree to be bound by such amended Conditions.