

## TERMS AND CONDITIONS FOR [CES YEAR END PROGRAMMES]

Save as otherwise provided herein, these T&Cs (as defined below) apply to all Tickets (as defined below) for the Ticket User's participation in the [CES Year End Programmes].

By purchasing the Tickets, the Ticket Purchaser (as defined below) is deemed to have read, accepted and agreed to be bound by these T&Cs. If the Ticket Purchaser bought the Tickets on behalf of others, it is the Ticket Purchaser's responsibility to draw each of the Ticket Users' attention to these T&Cs, which may be found at [insert website] (the "**T&Cs Website**") or the other Authorised Points of Sale (as defined below) and ensure that each of the Ticket Users has read and understood the T&Cs. By utilising the Tickets and participating in the [CES Year End Programmes], such Ticket User is deemed to have read, accepted and agreed to be bound by these T&Cs.

By purchasing, utilising the Tickets and/or participating in the [CES Year End Programmes], the Ticket Holder is deemed to be at least 18 years old and have legal capacity to enter into and form binding contracts under applicable law. If a Ticket Holder is below 18 years old, he must, and will be deemed to have in any event, obtained consent from his parent(s) or legal guardian(s), their acceptance of these T&Cs and their agreement to take responsibility for his acts and omissions in connection with his use of the Tickets and participation in the [CES Year End Programmes].

### 1. DEFINITION AND INTERPRETATION

1.1. In these T&Cs, the following words and phrases shall have the meanings hereby assigned to them, except where the context otherwise requires:

<b>"Authorised Points of Sale"</b>	:	has the meaning ascribed to it in Clause 2.1;
<b>"CAG"</b>	:	means Changi Airport Group (Singapore) Pte. Ltd.;
<b>"CES"</b>	:	means the Changi Experience Studio attraction in Jewel Changi Airport;
<b>"[CES Year End Programmes]"</b>	:	means any of the programmes as set out in Appendix 1 of these T&Cs that the Ticket Holder has registered and paid for and as reflected on the Ticket.
<b>"T&amp;Cs"</b>	:	means these terms and conditions, as amended, supplemental or modified from time to time;

<b>“Tickets”</b>	:	means all tickets (physical or electronic), vouchers, RFID tag, memberships, packages or such other item or instrument issued by CAG, or provided by CAG, from time to time which enables the Ticket Holder to participate in the [CES Year End Programmes];
<b>“Ticket Holders”</b>	:	mean the Ticket Purchaser and the Ticket User collectively, and <b>“Ticket Holder”</b> shall be construed accordingly;
<b>“Ticket Purchaser”</b>	:	means the person who purchases the Tickets, regardless whether the purchase of the Tickets was for himself or for the Ticket Users;
<b>“Ticket User”</b>	:	means a person using/utilising the Tickets and participating in the [CES Year End Programmes], but who did not personally purchase the Tickets;
<b>“Programme Venue”</b>	:	means the venue(s) at which the relevant [CES Year End Programmes] are to take place at, as set out in Appendix 1 of these T&Cs (or as may be varied by CAG from time to time in its absolute discretion).

1.2. The headings in these T&Cs are for convenience only and shall not affect the interpretation of these T&Cs.

1.3. The use of ‘We’, ‘Our’ and ‘Us’ herein refers to CAG.

1.4. In these T&Cs unless the context otherwise requires the following rules of interpretation apply:

- (a) words importing the singular shall include the plural and vice versa and words importing a specific gender shall include all other genders (male, female or neutral); and
- (b) words importing a person shall include a firm, partnership, entity, organisation, association, trust, company or corporation and vice versa.

## 2. TICKETING

2.1. Tickets are subject to availability and may be purchased through the booking portal on the official website of CAG [changifestivevillage.com](http://changifestivevillage.com) (the **“Booking Portal”**) or such other authorised points of sale as may be determined by CAG from time to time (collectively, the **“Authorised Points of Sale”**). Ticket prices are inclusive of GST.

- 2.2. Ticket admission prices includes, participation in the [CES Year End Programmes] as printed on the Ticket and access to and use and enjoyment of the Programme Venue(s) in which the relevant [CES Year End Programmes] will be held at, and excludes food and beverages, merchandise, or photos or video entitlements unless otherwise explicitly stated on the Ticket.
- 2.3. If a time period is stipulated for the collection of the Tickets, such Tickets must be collected within the stipulated time period and no refund or compensation will be made for any uncollected Tickets.
- 2.4. After the booking(s) and payment(s) for the relevant [CES Year End Programmes] are made, the Tickets will be sent to the email address provided by the Ticket Purchaser when purchasing the Tickets ("**Designated Email Address**") except for Tickets to access the Programme Venue(s) for the Camp (as defined in Appendix 1 below) which will be given when Ticket Holders attend the Camp. Once the Tickets have been issued, they are non-exchangeable and non-refundable and no changes can be made to the dates booked for the relevant [CES Year End Programmes] (save as otherwise provided for in these T&Cs).
- 2.5. Tickets are only valid for the time period as printed on the Ticket. CAG shall not entertain any exchange or refund application should a Ticket Holder fail to utilise the Ticket within the stated time period on the Ticket.
- 2.6. The Ticket Holder must keep their Tickets safe and in good condition as no replacement or refund will be made for lost, stolen, defaced, illegible, damaged or tempered Tickets. Tickets which are altered, tempered, damaged, defaced or illegible will not be accepted by CAG for participation in the [CES Year End Programmes].
- 2.7. Tickets are not for resale (whether at a premium or otherwise), unless authorised in writing by CAG. CAG reserves the right to invalidate any Tickets in connection with any fraudulent/unauthorised resale transaction and deny the use of any such Ticket by the Ticket Holder, without refund or compensation.
- 2.8. Tickets shall not be used for advertising or other commercial purposes (including competition prizes, or trade incentives, lotteries, sweepstakes or draws, whether for commercial or charitable purposes) without the prior written consent of CAG (who may withhold such consent at its sole and absolute discretion).
- 2.9. CAG may anytime at its sole discretion change the prices of the Tickets, and no claims or refund shall be entertained due to any changes in the Ticket prices. To be eligible for certain discounts (such as student and/or senior citizen discounts), proof thereof shall be furnished at the Authorised Points of Sale. Any promotion, discount or offer may not be used in conjunction with any other promotion, discount or offer.
- 2.10. Tickets presented for redemption will be honoured only if it is original, presented at the designated [CES Year End Programmes] as printed on the Ticket during the time period for redemption.

- 2.11. Each Ticket is for a one (1) time use only (save as otherwise provided for on the Ticket) and allows the type(s) and number of persons as printed on the Ticket to participate in the [CES Year End Programmes].
- 2.12. CAG shall not be liable to any Ticket Purchaser for any losses, damages costs and expenses (whether direct or indirect) suffered by the Ticket Purchaser, arising out of or in connection with the Ticket Purchaser's access and use of the Booking Portal.

### **3. CONDITION OF ENTRY AND PARTICIPATION IN THE [CES YEAR END PROGRAMMES]**

- 3.1. The Ticket Holder acknowledges and accepts that there are inherent risks and dangers associated with the Ticket Holder's participation in the [CES Year End Programmes] and that participation in the [CES Year End Programmes] is at the Ticket Holders' own risk. Ticket Holders agree, acknowledge and accept the risks, the limitation of liabilities and the indemnities as set out in Clause 4.
- 3.2. Ticket Holders agree, acknowledge and accept our privacy terms and our Privacy Policy as set out in Clause 6.
- 3.3. Proper attire and face masks must be worn at all times (unless otherwise set out in the specific terms and conditions at Appendix 1). CAG reserves the right to exclude any Ticket Holder from participating in the [CES Year End Programmes] if (i) he does not put on his face mask as required; (ii) he does not adhere to the safe-distancing requirements imposed by CAG in relation to Covid-19; (iii) he is unwell or he displays any symptoms of illness; and/or (iv) his behaviour is deemed by CAG to endanger the safety of the other [CES Year End Programmes] participants or CAG staff, and CAG shall not be liable to make any refund or compensation to such excluded Ticket Holder in any of the foregoing circumstances.
- 3.4. Each [CES Year End Programme] is further subject to its own specific terms and conditions for participation. Please see Appendix 1 for the specific terms and conditions for the participation of the relevant [CES Year End Programme]. In the event of any conflict/inconsistencies between these T&Cs and the specific terms and conditions in Appendix 1, the specific terms and conditions in Appendix 1 shall prevail.
- 3.5. Ticket Holders agree that their participation in the [CES Year End Programme] is further subject to the terms and conditions of the following Programme Venues, where the relevant [CES Year End Programme] may be conducted, and Ticket Holders agree to comply with such relevant terms and conditions:
  - (a) Changi Experience Studio at Jewel Changi Airport – available [jewelchangiairport.com/changiexperiencestudio](http://jewelchangiairport.com/changiexperiencestudio)
  - (b) Canopy Park at Jewel Changi Airport – available here; [jewelchangiairport.com/en/attractions/canopy-park.html](http://jewelchangiairport.com/en/attractions/canopy-park.html)
- 3.6. Smoking, littering and food and beverages are strictly prohibited at the Programme Venues.

- 3.7. Ticket Holders shall not be allowed to participate in any of the [CES Year End Programmes] while under the influence of drugs or alcohol.
- 3.8. If a Ticket Holder is pregnant/expecting, has a pre-existing medical condition or is feeling unwell, that Ticket Holder should not participate in the [CES Year End Programmes] and that Ticket Holder's decision to carry on otherwise will be at his own risk and liability.
- 3.9. CAG reserves the right to exclude any Ticket Holders from participating in any or all of the [CES Year End Programmes] for conduct which constitutes a source of danger, nuisance or annoyance. Such conduct shall include but is not limited to vandalising property, offensive or unruly behaviour, jumping queue lines, fighting, failure to adhere to the posted instructions located at the Programme Venues, failure to follow the instructions or the direction of CAG staff, failure to adequately supervise other Ticket Holders who are under their care, failure to comply with these T&Cs, and/or for all other acts which CAG in its sole discretion considers to be inappropriate. In such an event, CAG shall not be obliged to refund the cost of any Ticket to such persons who have been excluded from participating in the [CES Year End Programmes].
- 3.10. CAG reserves the right to modify or substitute any part of the [CES Year End Programmes] (including the activities, dates and time), or cancel any part of the [CES Year End Programmes], at any time without prior notice.

#### **4. ACCEPTANCE OF RISK, LIMITATION OF LIABILITY AND INDEMNITIES**

- 4.1. In consideration of being permitted to participate in the [CES Year End Programmes], the Ticket Holder acknowledges and understands that there are inherent risks and hazards arising from his and/or his child's/wards' participation in the [CES Year End Programmes] which may result in property damage, bodily injury, permanent disability and/or even death. The Ticket Holder acknowledges that while CAG has taken reasonable steps to minimise these risks and hazards, he accepts that these risks and hazards may not have been fully eliminated and he (and where applicable, on behalf of his child/ward) agrees to participate in the [CES Year End Programmes] at his own risk and he (and where applicable, on behalf of his child/ward) expressly assumes and accepts all risks and hazards in relation thereto.
- 4.2. To the fullest extent permitted by law, the Ticket Holder (and where applicable, on behalf of his child/ward) hereby:
  - (a) waives the right to any and all claims, suits or demands, and releases and discharges CAG from any and all liability (howsoever caused) in contract, tort (including negligence) or otherwise, for any (i) direct loss, (ii) indirect or consequential loss, (iii) damage, (iv) cost and expense or (v) loss of profits incurred or suffered by him and/or his child/ward arising directly or indirectly in connection with his and/or his child/ward's participation in the [CES Year End Programmes];
  - (b) agree to indemnify, defend and hold harmless CAG against all and any losses, claims, damages, costs, expenses (including any legal fees) suffered or incurred by CAG and arising directly or indirectly in connection with his and/or his child/ward's participation in the [CES Year End Programmes]; and

(c) acknowledge that he (and where applicable, on behalf of his child/ward) may be liable to other individuals for their loss to property and/or bodily injury or death arising from his (or his child/ward's) irresponsible, deliberate, reckless or negligent behaviour when participating in the [CES Year End Programmes] and he (and where applicable, on behalf of his child/ward) authorises and agrees that CAG may, at his own cost, expense and liability, take all reasonably necessary steps to mitigate and/or manage the loss and/or injury caused.

4.3. Where the Ticket Holder is responsible for a minor (whether as parent, legal guardian, custodian or otherwise), he agrees to be bound by the foregoing provisions on the minor's behalf and he undertakes full responsibility for the minor's safety and to directly supervise him/her at all times.

## **5. TICKETING EXCHANGE AND REFUND`**

5.1. In the event that any of the [CES Year End Programmes] is cancelled for whatever reason (such as but not limited to situations under Clause 3.10 or due to circumstances beyond the reasonable control of CAG), or if the Ticket Holder is unable to participate in the [CES Year End Programmes] purchased due to illness, CAG may, at its sole discretion:

- (a) exchange the Ticket (for that relevant [CES Year End Programme]) and replace it with a Ticket for the same [CES Year End Programme] but on a different date / for the duration of another period; or
- (b) refund the value of the Ticket (for that relevant [CES Year End Programme]) in accordance with Clause 5.2 and 5.3, provided that any refund request shall not be made more than six (6) months from the date of cancellation of the relevant [CES Year End Programme] or the date where the Ticket Holder was unable to participate in the [CES Year End Programme] as abovementioned.

Save as otherwise provided in the foregoing, no exchanges or refunds of the Tickets shall be made and all such un-refunded sums shall be dealt with at CAG's sole discretion.

5.2. For Ticketing exchange or refund, Ticket Holders will have to produce the original Tickets (in good condition) as well as the accompanying receipt/proof of purchase (if any). As part of our exchange/refund process, the identity of the Ticket Holder applying for an exchange or refund may be recorded by our customer service officers, and Ticket Holders applying for such Ticket exchange or refund consent to the collection of such information in accordance with our Privacy Policy. Please refer to Clause 6 for our Privacy Policy.

5.3. All refunds for Tickets purchased may be made at the original Authorised Point of Sale and through the original method of payment.

## **6. PHOTOGRAPHS, RECORDINGS AND PRIVACY**

- 6.1. CAG collects personal data about each Ticket Holder which is necessary to manage and administer the [CES Year End Programmes]. By purchasing and/or utilising the Tickets, you consent to CAG collecting, using, disclosing, storing and processing the personal data of the Ticket Holder in accordance with these T&Cs and CAG's Privacy Policy (available at <http://www.changiairport.com/en/privacy-policy.html>).
- 6.2. CAG reserves the right to engage authorised photographers and videographers for photography and/or video recordings for advertising and promotional purposes in relation to the [CES Year End Programmes]. Ticket Holders consent to being photographed and recorded by authorised photographers and videographers as guest/customers in the course of the [CES Year End Programmes] and consent to the use of such images, films or recordings for public transmission and for the marketing and publicity materials of CAG.

## **7. MISCELLANEOUS**

- 7.1. These T&Cs shall be governed by the laws of Singapore and the parties hereby agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 7.2. CAG reserves the right to amend, modify or revise these T&Cs as well as any guidelines, notices, operating rules and instructions relating to the [CES Year End Programmes], as the case may be, at its sole discretion from time to time. The updated T&Cs shall be posted on the T&Cs Website mentioned above and/ the Authorised Points of Sale and shall take effect on the date of such posting, superseding the earlier version of the T&Cs and governing all Tickets (whether issued or otherwise). It is the Ticket Holders responsibility to check the T&Cs Website periodically for changes to the T&Cs. If the Ticket Holder does not consent to such amendments or modifications, the Ticket Holder shall not use the Tickets to participate in the [CES Year End Programmes]. If, following such amendments or modifications, the Ticket Holder nevertheless uses the Tickets to participate in the [CES Year End Programmes], the Ticket Holder shall be deemed to have irrevocably consented to such amendments or modifications and agreed to be bound by them.
- 7.3. Each of the provisions of these T&Cs are severable from the other provisions. If any such provision or part thereof is or becomes invalid, unenforceable or illegal in any respect, such provision or part thereof, shall, to that extent that such provision is invalid, be deemed not to form part of these T&Cs, but the validity, enforceability or legality of the remaining provisions shall not in any way be affected or impaired thereby.
- 7.4. In the event of conflict between the terms and conditions printed on the Tickets and these T&Cs, then these T&Cs shall prevail.
- 7.5. These T&Cs may be translated into other languages. In the event of any conflict or inconsistency between the translated version of these T&Cs and the English language version of these T&Cs, the English language version of these T&Cs shall prevail.

**Updated as of 5 May 2022**

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**Appendix 1**  
**Specific Terms and Conditions of each [CES Year End Programme]**

**A. Programme: “A NIGHT AT THE AIRPORT” FAMILY CAMP (“CAMP”)**

**Programme Venue(s):** CES at Jewel Changi Airport, Canopy Park at Jewel Changi Airport

1. The Camp is recommended for families with children between 6 years to 12 years old. Please note that some of the activities that will be conducted during the Camp (the activities conducted during Camp referred to as “**Camp Programme**”) are not appropriate for children below the age of 5 years old to enjoy independently. Children below the age of 4 years old are not allowed to participate in the Camp.
2. All children (aged between 4 years old to 12 years old) participating in the Camp (referred to as “**Camp Children**” or “**Camp Child**” as the case may be) must be accompanied and supervised by at least one adult (aged 21 years old and above) in the same Camp group and for the entire duration of the Camp (referred to as “**Supervising Adult**”). The Supervising Adult is responsible for the safety and well-being of the Camp Children under their supervision and care for the entire duration of the Camp.
3. Each booking for the Camp is for at least 1 Camp Child and 1 Supervising Adult.
4. Camp participants must arrive at the relevant venue at the scheduled timings as set out in the Camp Programme schedule. CAG shall not be liable and shall not be required to compensate the Camp participants in any manner if the Camp participants do not arrive on time for the Camp Programme and miss part(s) of the Camp Programme.
5. Camp participants will sleep in tents set up in CES. CAG will provide tents for the Camp participants. Each tent can accommodate up to 2 adults and 2 Camp Children. All Camp participants must bring their own sleeping bags for sleeping in the tent.
  - a. Each tent will accommodate a maximum of 4 persons of the same household.
  - b. Each tent will be set up at least 2 metres away from another tent unless the persons staying in the two tents are from the same household (eg. 2 adults with Camp Children).
  - c. The Camp participants are not allowed to shift the positions of the tents as set up and located by CAG.
6. Camp participants must wear a face mask at all times for the duration of the Camp, except when they are resting in their tents. Only fully vaccinated guests, children aged 12 and below, and guests who have either recovered from COVID-19 or have a valid negative



pre-event test (PET) result may participate in the Day Camp. The negative PET result must be valid until the Day Camp end timing on the day of visit to be used to gain admission.

7. Camp participants must adhere to their allocated time slots and designated locations for the Camp Programme, including activities and workshops, and showering facilities and toilets, and location of the tents.
8. Administrative details of the Camp, including the Camp Programme schedule, itinerary, activity timings and packing list, will be sent to the Designated Email Address.
9. Camp participants will be allocated time slots for showering and washing up at such showering facilities and toilets as arranged by CAG for purpose of the Camp.
10. Lights at CES will be dimmed at 10.30pm. CES will be closed for entry at 12 midnight.
11. CAG reserves the right to modify or substitute any part of the Camp Programme (including the activities, dates and time), or cancel the Camp, at any time without prior notice:
  - a. In the event of any unforeseen circumstances (such as situations of inclement weather);
  - b. If it is not commercially feasible for CAG to conduct the Camp or any part of the Camp Programme due to government regulations relating to Covid-19 that are imposed by the Singapore government from time to time; and/or
  - c. If the number of Camp participants for any particular Camp run does not hit the minimum participants number required.
12. If CAG cancels the Camp pursuant to Clause A(11) of Appendix 1, CAG may in its sole and absolute discretion, either refund to the Ticket Purchaser all monies paid for the Tickets for the Camp or provide an alternative Camp run date for the Ticket Holders.

**B. Programme: “A Day in the Life of a Changi Trolley” Design Thinking Workshop for Kids” (“Design Thinking”)**

**Programme Venue(s):** CES at Jewel Changi Airport

1. The Design Thinking is a drop off programme for children between 9 - 14 years. Please note that activities conducted during the Design Thinking are not appropriate for children below the age of 9 years old to carry out independently.
2. In light of Covid-19, all Design Thinking participants must adhere and comply with all safe-distancing management measures implemented by CAG for the Design Thinking.

3. CAG reserves the right to modify any part of the Design Thinking, cancel or change the date of the Design Thinking, at any time without prior notice:
  - a. In the event of any unforeseen circumstances (such as situations of attraction closure);
  - b. If it is not commercially feasible for CAG to conduct the Design Thinking due to government regulations relating to Covid-19 that are imposed by the Singapore government from time to time; and/or
  - c. If the number of Design Thinking participants for any particular Design Thinking run does not hit the minimum participants number required.
4. If CAG cancels the Design Thinking pursuant to Clause C(3) of Appendix 1, CAG may in its sole and absolute discretion, either refund to the Ticket Purchaser all monies paid for the Tickets for the Design Thinking or provide an alternative Design Thinking run date for the Ticket Holders.
5. The Design Thinking participants must wear a face mask at all times for the duration of the Design Thinking. Only fully vaccinated guests, children aged 12 and below, and guests who have either recovered from COVID-19 or have a valid negative pre-event test (PET) result may participate in the Design Thinking.

**C. Programme: “Changi RoboMaster Challenge: Be Champions of the World’s Smartest Airport!” (“Robomaster”)**

**Programme Venue(s):** CES at Jewel Changi Airport

6. The Robomaster Workshop participants must be at least age 8 years old and above. Please note that activities conducted during the Robomaster Workshop are not appropriate for children below the age of 8 years old to carry out independently.
7. In light of Covid-19, all Robomaster Workshop participants must adhere and comply with all safe-distancing management measures implemented by CAG for the Robomaster Workshop.

8. CAG reserves the right to modify any part of the Robomaster Workshop, cancel or change the date of the Robomaster Workshop, at any time without prior notice:
  - a. In the event of any unforeseen circumstances (such as situations of attraction closure);
  - b. If it is not commercially feasible for CAG to conduct the Robomaster Workshop due to government regulations relating to Covid-19 that are imposed by the Singapore government from time to time; and/or
  - c. If the number of Robomaster Workshop participants for any particular Robomaster Workshop run does not hit the minimum participants number required.
9. If CAG cancels the Robomaster Workshop pursuant to Clause C(3) of Appendix 1, CAG may in its sole and absolute discretion, either refund to the Ticket Purchaser all monies paid for the Tickets for the Robomaster Workshop or provide an alternative Robomaster Workshop run date for the Ticket Holders.
10. The Robomaster Workshop participants must wear a face mask at all times for the duration of the Robomaster Workshop. Only fully vaccinated guests, children aged 12 and below, and guests who have either recovered from COVID-19 or have a valid negative pre-event test (PET) result may participate in the Robomaster Workshop. The negative PET result must be valid until the Robomaster Workshop ending timing on the day of visit to be used to gain admission.
11. Participants agree to pay for the cost to repair or replace the iPads or Robomasters used during the Robomaster Workshop should their child/ward or the participants themselves were to damage them. The current repair cost is priced at \$300, and current replacement costs are up to \$499 for an iPad, and \$1499 for the Trello EDU Robomasters. Prices may change depending on future price and product changes. These terms shall apply until the iPad and Robomasters are returned after the Robomaster Workshop.