

Terms & Conditions:

Redemption / Booking of Tropical Play Forest Passes (referred to as the “Event”)

1. The Event, Tropical Play Forest 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.

Qualifications

4. This promotion is valid for registered Changi Rewards members only from 8 March 2024 to 1 May 2024.
5. A minimum of S\$50 spent in a single receipt (S\$80 at supermarkets) from participating Retail or F&B outlets at Changi Airport Terminals 1, 2, 3, 4 public areas (collectively "**Changi Airport Public Areas**") entitles shopper to redeem one (1) free pass for entry of one (1) person for one play slot of the Tropical Play Forest on the terms set out below. Payment made by Changi Pay or Mastercard will be entitled for an additional free pass. Receipts are valid for a period of 7 days from the date of receipt for the redemption of the free pass(es). Note: Receipts from Jewel Changi Airport are NOT eligible for the promotion.
6. For the purposes of the Qualifying Receipts, the payment modes accepted to meet the qualifying spend are:
 - ✓ Cash (in local currency or equivalent amount in foreign currency)
 - ✓ NETS and Credit cards
7. Payments made using other payment modes not mentioned above (such as Changi Dollar vouchers, Changi Rewards eVoucher, Changi Gift Cards, tenant vouchers e.g. NTUC vouchers) are excluded from the computation of the qualifying spend amount. However, such non-eligible payment modes may still be used for partial payment for the transaction, provided that the balance amount paid in cash, NETS, credit cards, Changi Dollar vouchers, Changi Rewards eVouchers or Changi Gift Cards meets the qualifying spend amount.
8. Participating outlets for the Promotion includes all retail and F&B outlets operating at the public areas in Changi Airport Terminals 1 to 4 except the following: -
 - o Jewel Changi Airport
 - o MindChamps Preschool
 - o Banks
 - o Bank / Airline / Ambassador / Pay-per-use Lounges
 - o Changi Recommend outlets
 - o Counters such as car rental services, airport shuttle and transportations
 - o Crowne Plaza Hotel, including outlets within the hotel premises
 - o Left luggage services counter
 - o Medical clinics
 - o Money changing facilities
 - o Postal services & Post-on-Wheels
 - o Service counters at Arrival Hall
 - o Telecommunication outlets such as Starhub
 - o Temporary outposts operated by non-CAG tenants
 - o Top-Up Card Transactions/Machines
 - o Jewel Attractions
 - o Changi Lounges
 - o Shaw movie tickets
 - o YotelAIR Singapore Changi Airport
 - o Temporary vendors at promotional spaces such, e.g. Jewel Atrium and Cloud9 Piazza

- o Receipts from purchases of Changi gift card, gift certificates and vouchers

Please refer to www.changiairport.com/play for full list of participating outlets.

9. To qualify, receipt purchases must be made from 8 March 2024 to 1 May 2024. All slots must be booked via the Changi App and are available for bookings from 5pm to 10pm for Fridays and 12pm to 10pm for Saturdays, Sundays, Public Holiday & School Holiday (last entry at 9.40pm).
10. For shoppers who paid using Changi Pay at the point of transaction, the perks to redeem the free Tropical Play Forest Pass will be auto credited into the shopper's Changi account page and will be valid for bookings within the next 7 days from the date of receipt.
11. For shoppers who paid using cash or a credit card and present their Changi Rewards physical card or e-card at the point of transaction, the perks to redeem the free Tropical Play Forest Pass will be auto credited into the shopper's Changi account. If the physical card or e-card is not presented at the point of transaction, shoppers can manually upload a copy of the receipt on the Changi App PlayPass account within 7 days from the receipt date to receive the perks of the free Passes in their Changi account page. For avoidance of doubt, no perks shall be given if the receipt is uploaded more than 7 days from the receipt date.
12. Qualifying Receipt(s) must be presented at the designated Tropical Play Forest check in counter for verification purposes prior to entry to the Tropical Play Forest. CAG reserves the right to refuse entry for erroneous redemption or missing/defaced receipt(s).
13. Booking of Tropical Play Forest play slots must be booked via the Changi App PlayPass and are on a first-come-first-serve basis and subject to availability. Participants must present their Changi Rewards e-Card QR code or booking confirmation pass / email on the day of the booked slot.
14. All redemptions must be made via the Changi App PlayPass with valid Changi Rewards membership account. New members are required to download the Changi App for redemption and purchase of passes.
15. Limited to maximum redemption of 1 Tropical Play Forest Pass via Changi PlayPass per Qualifying Receipt regardless of amount spent in excess of the qualifying spend.
16. Redemption and booking of play slots must be made within **the Promotion Period** via the Changi App. Redemptions and booking of play slots are on a first-come-first-serve basis and subjected to availability.
17. The Tropical Play Forest playground is suitable for children between the ages of 3 – 12 years old.
18. One (1) Tropical Play Forest Pass admits one (1) person for a single entry for a time slot during the operating hours of the Tropical Play Forest.
19. Participants are to proceed to the Tropical Play Forest Entry Point at least 10 minutes before their slot to complete all required registration. Parent/Guardian/s must accompany your child/children/ward/s at the point of registration.
20. Direct purchase of Tropical Play Forest Passes is also available for purchase at S\$10.00 per pass via the Changi App.
21. Accompanying adults must be at least 18 years old and above, to be eligible to purchase tickets at S\$5 if they are accompanying their child/ward into the Tropical Play Forest. Accompanying adults who purchased this ticket must be present with an eligible child participant pass holder to be admitted to the playground.
22. Accompanying Adult pass holders who show up at the event without an eligible child participant will be denied entry into the Tropical Play Forest and no refunds will be provided.
23. Individuals must be above 0.9m in height to play. Verification checks on height will be conducted at the point of on-site registration or upon entry into the Tropical Play Forest. Failure to meet the height requirement will result in rejected/ denied entry and no refunds will be provided.
24. Children between 0.9m-1.1m tall must be accompanied by an adult of 18 years old and above. A paying ticket is required for accompanying adult. There is no age limitation or weight requirement to play at the

Tropical Play Forest. Please note that only children are allowed to ride on Mushroom carousel and Coconut Tree carousel.

25. The child-accompanying adult ratio is 2:1. (I.e. up to 2 children between 0.9m-1.1m must be accompanied by at least 1 paying adult.)
26. All redemptions and purchases of Tropical Play Forest Passes are non-exchangeable, non-refundable, and not for resale.
27. No refunds will be given after the purchase of the Tropical Play Forest Pass. Only the date and timeslot can be edited up to 1 hour before the booked timeslot. In the case of no show and/or late arrival, the booked slot will be forfeited and no refunds will be provided. We will not be liable for any of your losses or expenses due to the failure to comply with the provisions.
28. Each play slot will consist of 5-10 minutes of safety briefing/preparation and approximately 20 minutes of play time for both weekdays and weekends/public holidays.
29. Violent play or deliberate pushing is not permitted.
30. Shoes/footwear and loose objects must be removed before entering.
31. Socks are required for everyone in the Tropical Play Forest.
32. For participants' safety, personal photography devices and/or bags are strictly not allowed in the Tropical Play Forest.
33. Individuals with spinal & neck injuries, pregnant, wheelchair bound, history of epilepsy and motion sickness are advised against participating in the Tropical Play Forest.
34. Individuals must always adhere to the instructions of the operators.
35. Individuals under the strong influence of alcohol are not allowed into the Tropical Play Forest.
36. Only one person is allowed to ride down any slides at any one time.
37. No jumping at the top of the slides.
38. Flips, wrestling, piling or horseplay are strictly prohibited.
39. No toys or sharp objects are allowed in the Tropical Play Forest.
40. No food and drinks allowed in the Tropical Play Forest.
41. Do not climb on the side of the Tropical Play Forest nor hang from the netting.
42. Our operators have the right to refuse entry or terminate the play if the above conditions are not met and no refunds shall be entertained.
43. CAG will not be held responsible for any accidental injuries during play as per terms and conditions accepted prior booking for this activity.
44. CAG acknowledges that all personal property brought into the Tropical Play Forest by participant is at participant's risk and that CAG/Event Organiser shall not be liable for any damage to or loss of such personal property.
45. 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.
46. To the fullest extent permitted by law: (i) CAG, its subsidiaries and affiliates, 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."

47. All participants are required to follow the instructions of the crew and adhere to safety measures at the event site for their own safety and well-being. CAG and our operators 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 instructions or safety measures. In such event, there shall be no refund of any Tropical Play Forest Passes purchased.
48. 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.
49. 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.
50. CAG's decision on all matters relating to the Event and its promotion is final, conclusive, and binding.
51. CAG reserves the right to amend these Conditions without further notice to you, and you agree to be bound by such amended Conditions.

Full terms and conditions can be found www.changiairport.com/play