

**TERMS AND CONDITIONS GOVERNING THE CHANGI PAY X LOTTE  
DUTY FREE SINGAPORE EXCLUSIVE K-POP ICONS LIVE SPEND  
PROMOTION – JULY 2024  
(the “Promotion”)**



1. This Promotion is organized by Changi Airport Group (Singapore) Pte Ltd. (“**CAG**”) and Lotte Duty Free Pte Ltd.
2. By participating in this Promotion, all participants (“**Participants**”) shall be deemed to have read, understood and agree to be bound by the following terms and conditions and all amendments, additions, replacements, and modifications hereto as may be made from time to time. Subject to the terms and conditions contained herein, this Promotion is valid for all Changi Pay users from **5 July 2024, 0000 hours (SGT) to 19 July 2024, 2359 hours (SGT)**, or while stocks last, whichever is earlier (the “**Promotion Period**”).
3. To be eligible for this Promotion, Participants must make a minimum nett purchase of S\$500 in a single receipt and pay with Changi Pay at Lotte Duty Free Singapore stores across Changi Airport Terminals.
4. Upon completing the requirement set out in clause 3 above, each Participant will be eligible to receive one (1) redemption card at the point of sale counter for one (1) of the four concerts stated on Lotte Duty Free’s website located at (<https://en.lottedfs.com.sg/changi-airport/event/view.do?seq=159&gubun=&q=>). Redemption cards for each concert are given out on a whilst-stocks last basis.
5. The redemption card must be presented at the designated Lotte Duty Free x SM Entertainment redemption booth located at the stipulated venue on the day of the relevant concert. Only physical redemption cards will be accepted; all digital or photocopied versions will **not** be accepted. All redemptions must be completed before the commencement of the concert.
6. Ticket redemption will be automatically assigned on a first come, first served basis in order of arrival. The zones and seats are also automatically assigned, and cannot be arbitrarily assigned or changed.
7. Each redemption card redeems two (2) concert tickets only. The card must be surrendered at the time of redemption. All redemption cards will be given away on a first to complete, first to be given basis.
8. There will be no admission for infants in arms and children below 3 years old. Individuals aged 3 years old and above will be required to have a ticket for admission. Please note that you are not allowed into the standing pen area if you fall into any of the categories below:
  - Children under 12 years old by date of birth
  - Individuals with a height below 1.2 meters.

*These terms and conditions are updated as of 5 July 2024.*

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9. Specific details regarding the concert, including artists, venue, and time, will be as stated on the redemption card or concert ticket. Changes to the event details are subject to the event organizer's (SM Entertainment) discretion without prior notice.
10. In the event of concert cancellation, Lotte Duty Free Singapore will inform customers of the procedure for alternative arrangements on the Lotte Duty Free Singapore website, if available. However, Lotte Duty Free Singapore will not be responsible for any changes or cancellations made by the concert organizers.
11. Ticket holders are subject to compliance with the concert venue's rules and regulations. Failure to comply may result in non-admittance to the event.
12. Once the redemption card has been exchanged, no refunds will be issued under any circumstances.
13. By participating in this promotion, customers consent to the collection, use, and disclosure of their personal information for purposes related to this promotion and as per the privacy policy of Lotte Duty Free Singapore.
14. All redemption cards are strictly non-transferable, non-refundable, and non-exchangeable for cash, credit, goods, or benefits-in-kind, unless otherwise stated. The redemption cards and concert tickets are subject to additional terms and conditions imposed by Lotte Duty Free and event organizer. For more information, please visit <https://en.lottedfs.com.sg/changi-airport/event/view.do?seq=159&qubun=&q=>.
15. Redemption cards and concert tickets may not be sold or exchanged for cash. Any attempt to tamper with or sell the redemption card or the ticket may result in forfeiture of the ticket.
16. CAG and Lotte Duty Free Singapore will not be responsible for lost or stolen redemption cards. Lost or stolen cards will not be replaced. All Participants whose redemption card has been unredeemed or forfeited shall not be entitled to any payment or compensation.
17. CAG shall not be responsible for any consequences, including but not limited to loss of life, injury to person and/or damage to property, arising from and/or in connection with the Participant's participation in the Promotion, or the Participant's redemption and/or use of the redemption card.
18. Any disputes related to the redemption process or terms and conditions of this promotion shall be directed to and resolved by, in the sole discretion of Lotte Duty Free Singapore's management.
19. CAG and Lotte Duty Free Singapore's determination on all matters relating to the Promotion shall be final, conclusive, and binding. No correspondence and/or appeals will be entertained.

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**GENERAL TERMS & CONDITIONS**

20. All payment services relating to the use of Changi Pay are provided by Liquid Group Pte Ltd (“**Liquid**”). CAG is marketing the aforesaid payment services on behalf of Liquid. Liquid is the holder of a Major Payment Institution licenses for account issuance, domestic money transfer, cross-border money transfer, merchant acquisition and e-money issuance under the Payment Services Act.
21. CAG shall not be liable for any damages, loss or inconvenience for any matter arising out of or in connection with this Promotion, and each Participant agrees to indemnify and hold CAG harmless from and against any and all claims, damages, losses, costs or expenses suffered or incurred by CAG in relation to the Promotion.
22. CAG reserves the right in its sole and absolute discretion to terminate the Promotion or to vary the terms and conditions herein at any time at its absolute discretion without further notice.
23. In the event of any inconsistency between these terms and conditions and any other form of publicity collateral relating to the Promotion, these terms and conditions shall prevail.
24. These terms and conditions shall be construed and governed in accordance with the laws of the Republic of Singapore. CAG and all Participants hereby accept the exclusive jurisdiction of the Singapore courts to rule on any issues or disputes related thereto.

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