

Changi Airport Group (S) Pte Ltd (“CAG”) offers the use of (a) changing rooms; (b); toilets; (c) showers; and (d) lockers (collectively the “Facilities”) within the paid shower area at HUB & SPOKE (the “Premises”) to members of the public and the airport community (the “Users”) on the following terms and conditions (the “Terms and Conditions”).

1. Purchase of Ticket

1.1 Users’ entitlement to enter the Premises and use the Facilities is as follows:

Purchasing Method	Condition	Price
Food and Beverage Shop (HUB & SPOKE Café)	1-time entry (to be utilised within 6 hours from time of purchase)	\$5
OR Mobile Application (iChangi / ONEChangi)	2-time entry (to be utilised within 6 hours from time of purchase)	\$7

1.2 Users are to strictly abide by the entitled number of entries as stipulated at Clause 1.1. Users who, before retrieving their belongings from the lockers, (a) used up their entitled entries; or (b) failed to use their entitled entries before the entitled duration of use lapses, are required to make another purchase to enter the Premises and access the lockers. CAG will not entertain any requests from Users for assistance in retrieving their belongings from the lockers.

1.3 Sharing of entry tickets is prohibited. The second entry of a 2-time entry ticket can only be used at least 5 minutes after the first entry.

1.4 Users who purchased a ticket from the food and beverage shop, HUB & SPOKE Café, will be issued a printed QR code. Users who purchased a ticket from the mobile application will be issued a digital QR code. Users are to scan their QR code (printed or digital) at the entrance to gain access to the Premises.

1.5 All Users (including children) must purchase their individual tickets. Sharing of tickets is strictly not permitted.

1.6 No refunds will be made for misplacement of QR code or failure to enter the Premises within the entitled duration of use.

2. General

2.1 Users found on the Premises who (a) are not in possession of a valid ticket; (b) have overstayed their entitled duration of use, are deemed to be trespassing and will be asked to leave the Premises.

2.2 Surveillance mechanisms (e.g. CCTV cameras, sound recording devices) are in operation at the entrance/exit of the Premises. By entering the Premises, Users consent to being filmed and recorded for security and crime prevention purposes, management of operations and improving service

standards. For more information on how CAG handles personal data, please visit CAG's Privacy Policy (<https://www.changiairport.com/en/privacy-policy.html>).

- 2.3 Users shall conduct themselves appropriately at all times at the Premises. Users shall also comply with all instructions issued by, and requests made by, CAG in relation to the use of the Facilities.
- 2.4 CAG reserves the right to remove from the Premises Users (a) who are in breach of the Terms and Conditions; or (b) whose conduct CAG deems to be unreasonable and detrimental to the enjoyment, well-being or safety of other Users. CAG's decision in this respect shall be final, and CAG shall not be required to make any refund to Users who are removed from the Premises in accordance with this clause.
- 2.5 CAG reserves the right to refuse admission to any person to the Premises without assigning any reason.
- 2.6 CAG reserves the right to close the Premises or any part therein without prior notice and for any reason whatsoever, including but not limited to (a) circumstances beyond CAG's control; (b) public safety concerns; or (c) directions issued by authorities. No refunds will be made in respect of such closures. In such an event, CAG will arrange for the return of Users' belongings which could not be retrieved by Users due to the closure of the Premises.
- 2.7 Users who have detected any damage to property or inappropriate behaviour should report it to CAG immediately.
- 2.8 Users shall keep all personal belongings in the lockers. Bulky items that do not fit into the lockers should not be left on the Premises. CAG reserves the right to remove and dispose of any unattended items found on the Premises without further reference to the Users.
- 2.9 CAG reserves the right to amend, add to, delete from or vary the Terms and Conditions at any time without prior notice to Users.
- 2.10 Users found in breach of the Terms and Conditions may be referred by CAG to the relevant authorities where necessary.

3. Prohibited Conduct

- 3.1 Users shall not re-arrange or remove any furniture, equipment or any other property on the Premises.
- 3.2 Smoking is strictly prohibited on the Premises.
- 3.3 Users shall not damage or affix anything to the Facilities or any property on the Premises. Users who caused damage or affixed anything to the Facilities or any property on the Premises will be liable for the cost of replacement or repairs (as may be decided by CAG in its discretion).

- 3.4 Users shall not engage in any photography or videography on the Premises. Users suspected to be in breach of this prohibition may be requested to produce their phones/cameras for verification and deletion of the photograph and/or video (if applicable).
- 3.5 Users shall not attempt to enter/leave the Premises other than through the main entrance/exit.

4. Use of Lockers

- 4.1 Locker usage is subject to availability. A purchase of a ticket for the use of Facilities does not guarantee an available locker.
- 4.2 Each user is entitled to the use of one (1) locker only.
- 4.3 Users acknowledge that they are wholly responsible for the proper and secure storage of their belongings in the lockers, including but not limited to ensuring that the lockers are properly secured after each use. Users, who permit another individual to access their lockers on their behalf, do so at their own risk. For the avoidance of doubt, CAG shall not be responsible for securing any unsecured lockers, and shall not be liable in any way for any loss of or damage to Users' property that is stored in the lockers.
- 4.4 Users are allowed to use the locker for the purpose of storing personal items. The following items are strictly prohibited to be stored in the lockers:
 - a. Flammable materials, chemicals, explosives or weapons of any kind;
 - b. Perishable food;
 - c. Animals; and
 - d. Illegal or controlled substances such as drugs or alcohol.
- 4.5 Users acknowledge CAG's right to open and inspect any locker without prior notice to Users for security reasons and where there is reasonable suspicion of non-compliance with the Terms and Conditions. Prohibited items found will be removed and disposed of immediately.
- 4.6 Lockers must be cleared by Users before exiting the Premises unless a User has a remaining valid entry. Any items that are left in the lockers after the operating hours of the Premises (Operating hours of Premises: 7am to 10pm daily) will be removed by CAG. For hygiene reasons, personal use items including but not limited to undergarments, socks, used clothing, hairbrushes and combs will be disposed of immediately. CAG has the absolute discretion in deciding which items found should be safekept or disposed of. All claims for items left behind must be made within 30 days of the User's use of the Facilities. Thereafter, CAG may in its discretion dispose of the items in any way it sees fit. CAG will not be held liable for any loss or damage to the Users arising from the disposal of items.

5. Exclusion of Liability / Indemnity

- 5.1 CAG shall not be liable in any way in respect of the death of or personal injuries to any User arising in any way, including but not limited to the use the Facilities. CAG shall also not be liable in any way for the loss of or damage to Users' property on the Premises.
- 5.2 Users shall indemnify CAG from and against any and all claims, demands, suits, proceedings, liabilities, costs, expenses, damages and losses which CAG may suffer or incur arising out of or in connection with Users' (a) breach of the Terms and Conditions; (b) gross negligence; and (c) willful or fraudulent misconduct.

6. How to contact us

- 6.1 You can contact us by writing in to enquiry@changiairport.com or by calling our hotline at +65 6595 6868. The hotline is operational 24/7.