

Service Recovery Card Terms & Conditions

A. GENERAL TERMS & CONDITIONS

1. Changi Airport Group (Singapore) Pte. Ltd. (“CAG”) administers the Service Recovery Card programme. The Service Recovery Cards are sold by CAG to participating airlines and ground handlers operating at Singapore Changi Airport (“Airlines/GHA”) which will then give out the Service Recovery Cards to travellers for service recovery purposes. Service Recovery Cards can be used to make payment (whether full or partial) for goods and/or services sold at all approved and participating merchants at Singapore Changi Airport’s public and transit areas (as set out at in these Conditions). The user of the Service Recovery Card (“Cardholder”) is advised to read the Service Recovery Card terms and conditions herein (“Conditions”) carefully.
2. The use of the Service Recovery Card constitutes the Cardholder’s consent to be bound by the Conditions. All Cardholders agree to be bound by the Conditions herein and all amendments, additions, replacements and modifications as may be made by CAG thereto from time to time.
3. CAG gives no warranty on the accuracy, completeness and timeliness of any content or information herein. Information stated is correct at time of printing and CAG reserves the right at any time and at its sole discretion, to limit, add, amend, vary, replace or delete in whole or part any of these Conditions. The amended Conditions shall be binding on the Cardholder upon publication of the amended Conditions on Changi Airport website at <http://www.changiairport.com/giftcard>. In the event of any inconsistency between these Conditions and any other form of publicity collaterals relating to the Service Recovery Card, the online version of the Conditions available on the aforementioned Changi Airport website shall prevail.
4. These Conditions are governed by Singapore law. Both CAG and Cardholder hereby submit to the non-exclusive jurisdiction of the Singapore courts.
5. These Conditions are not intended to confer rights to a third party under the Contracts (Rights of Third Parties) Act (Cap. 53B) (the “Act”) to enforce or enjoy the benefit of any provision of these Conditions. The provisions of the Act are hereby excluded.
6. The illegality, invalidity or unenforceability of any provision in these Conditions under the law of any jurisdiction will not affect the legality, validity or enforceability under the law of any other jurisdiction nor the legality, validity or enforceability of any other provision in these Conditions.
7. Under no circumstances whatsoever shall CAG be liable for any indirect, punitive, incidental, special or consequential damages that result or arise from the usage of any information stated herein or the use of Service Recovery Card.
8. CAG shall have the sole and absolute discretion to use agents or contractors to administer and/or implement the Service Recovery Card programme and CAG shall not be liable to any person for any act, omission or neglect on the part of such agents or contractors.
9. CAG, its authorised agents and contractors shall not be liable to the Cardholder for any injury, loss, damage, cost or expense arising out of or in connection with the Service Recovery Card and/or the Service Recovery Card programme. Each Cardholder agrees to indemnify and hold CAG harmless from and against any and all claims, damages, losses, costs or expenses suffered or incurred by CAG or by any other party in relation to the Cardholder’s use of the Service Recovery Card.

10. CAG makes no representation or warranty that the use or processing of the Service Recovery Card will be error-free or prompt, or that the Service Recovery Card will be accepted by all merchants at Singapore Changi Airport's public and transit areas.
11. CAG's decision on all matters and disputes concerning the Service Recovery Card shall be final and binding on the Cardholder.

B. USE OF SERVICE RECOVERY CARD

1. The stored value of a Service Recovery Card depends on the amount determined by the Airlines/GHA but is subject to a maximum of S\$300 per Service Recovery Card (or such other limit as may be determined by CAG from time to time).
2. The stored value of the Service Recovery Card (or any part thereof, including any unutilised portion) (i) is not refundable in any currency; (ii) cannot be transferred to any other Service Recovery Card(s) or Changi Gift Card(s); (iii) cannot be withdrawn in exchange for any currency; and (iv) cannot be exchanged for any form of cash or credit.
3. The Service Recovery Card is valid from the date of issuance until the following day (of issuance) at 2359 hours. For instance, if the Service Recovery Card is issued on 1 January 2021, it will be valid until 2 January 2021 (2359 hours). No extension of the validity of the Service Recovery Cards shall be permitted. The Service Recovery Cards cannot be used after it expires. No refunds, payments, replacements, or exchanges shall be permitted or entertained for the unutilised stored value in the expired Service Recovery Cards.
4. CAG shall not be liable for any lost or stolen Service Recovery Card, or Service Recovery Card that is damaged, torn, defaced or rendered unusable by mishandling. Such a card will not be replaced or re-issued, and the unutilised stored value is not refundable.
5. The Service Recovery Card is not reloadable with any value.
6. The Service Recovery Card may be used to make payment (whether full or partial) for goods and/or services sold by approved and participating merchants at Singapore Changi Airport's public and transit areas (subject to **Clause B(7) below**) (collectively, the "Merchants", and each a "Merchant"). The amount used for payment will be deducted from the Service Recovery Card and any remaining balance in the Service Recovery Card will be displayed on the transaction receipt, which may be corrected or revised by CAG at any time to correct any accounting or processing error.
7. The Service Recovery Card is not valid for use at the following merchants at Singapore Changi Airport's public and transit areas:

| Public Area | Transit Area |
|--------------------------------------|------------------------------------|
| Banks | Airline Lounges |
| Crowne Plaza Hotel | Left Baggage Counters |
| Car Rental Counters | Medical Services |
| Left Baggage Counters | Money Changing Counters |
| Money Changing Counters | Convenience Stores |
| Hotel Reservation Counters | Postage Services |
| Passenger Meeting Services Counters | Temporary Retail Outposts* |
| Telecommunication Outlets & Counters | Transit Hotels |
| Travel Services Outlets & Counters | McDonald's |
| Convenience Stores | Hermes |
| Supermarkets | Singapore Food Street (Terminal 3) |
| Medical Services | |
| Postage Services | |
| Dry Cleaning Services | |

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| Pay-Per-Use Lounges | |
| Temporary Retail Outposts | |
| Top-Up Card Machines & Services (e.g. Kopitiam Card, Cash Cards, Coffee Bean Cards, etc.) | |
| Childcare Services & Enrichment (e.g. MindChamps) | |
| Boarding Gate | |
| Zone X | |
| Don Don Donki | |
| McDonald's | |
| Kopitiam | |
| Staff Canteens and Taxi Canteens | |

* For the avoidance of doubt, retail pushcarts at Terminal 3 Basement 2 of Singapore Changi Airport are not temporary outposts and the Service Recovery Card can be used for purchases at these retail pushcarts.

8. The Service Recovery Card is not valid for purchase of restricted products such as tobacco.
9. The Service Recovery Card may be used multiple times until its stored value is exhausted.
10. The Service Recovery Card may be combined with other modes of payment (including but not limited to cash, credit card, debit card, NETS, Changi Dollar Vouchers, up to 3 other Changi Gift Cards, and Changi e-Vouchers) as may be accepted by the Merchants.
11. If the Cardholder gets a refund from a Merchant for purchases made at that Merchant's outlet using the Service Recovery Card, the value of such purchases made with the Service Recovery Card, subject to the Merchant's approval, will be credited into the original Service Recovery Card used. The said credited value will have the same validity period as the original Service Recovery Card.
12. **For the avoidance of doubt, CAG shall not be liable or responsible whatsoever for the Cardholder's use of the Service Recovery Card (unless where the Service Recovery Card is defective), or for the acts or default of any Merchant (including the failure of the Merchant to honour any Service Recovery Cards, or in respect of any defect or deficiency in the goods or services for which the Service Recovery Cards is used to pay for). All goods and/or services purchased using Service Recovery Cards are provided by the relevant Merchant. CAG is not an agent or representative of the Merchants and makes no representation or warranty as to the quality of the services and/or goods provided by the Merchants pursuant to the purchases made using the Cards.**
13. The Service Recovery Card does not contain any personally identifiable information for verification of the Cardholder's identity. CAG and its Merchants shall not be obliged to enquire on or verify the Cardholder's ownership of the Service Recovery Card before acceptance for use.
14. The stored value within the Service Recovery Card is not transferable to any other Service Recovery Card(s) and is not exchangeable for any form of cash or credit.
15. The Service Recovery Card is not allowed to be resold by any person (whether for money or for other forms of consideration or for benefits-in-kind).

16. CAG reserves the right to terminate and/or disqualify any Service Recovery Card from use at any time at its sole and absolute discretion without any compensation if any Cardholder is alleged of misconduct or suspected of actions deemed to be detrimental to the interests of CAG and its partners. CAG shall not be obliged to give any reasons or justifications to the Cardholder for such a termination.
17. CAG reserves the right to terminate the Service Recovery Card programme at any time at its sole and absolute discretion. In such an event, CAG shall use reasonable efforts to put up public notification of such termination and the last date of acceptance of Service Recovery Cards by the Merchants (“Last Use Date”). Any stored value in the Service Recovery Cards that are not used by the Last Use Date shall expire. No refunds, payments, replacements, or exchanges shall be permitted or entertained for such unutilised stored value in the Service Recovery Cards.
18. Changi Rewards members will not be entitled to earn Changi Rewards points under the Changi Rewards programme for the purchase amount paid for using the Service Recovery Card.
19. The Service Recovery Card is not accepted as a mode of payment on iShopChangi (<http://www.ishopchangi.com>).
20. The Service Recovery Card cannot be used for the purchase of any tobacco products.
21. Cardholders may write to giftcard@changiairport.com for questions regarding transaction history or any correction or dispute on any transaction or correction that has been assessed against the Service Recovery Card. CAG will conduct an investigation into the matter.