

Terms & Conditions

These terms and conditions ("**Terms & Conditions**") apply to the following Programmes:

(A) **Jewel Changi Airport's "Jewel Shopper Programme"**

(B) **Jewel Changi Airport's "Attractions Pass Programme"**

1. GENERAL

1.1. In these Terms & Conditions, the following words shall have the meaning as ascribed to them:

"Additional Shopping Offers" mean electronic direct mailers (eDMs) and marketing promotional materials (such as information, news, offers and promotions about exclusive deals, offers and events) regarding Jewel Changi Airport and Changi Airport.

"Annual Pass" means the admission and privileges pass issued to holders of the 1-year "Friends of Jewel Canopy Park" passes.

"Attractions Pass" means the Annual Pass and Season Pass issued under the Attractions Pass Programme.

"Attractions Pass Programme" means Jewel Changi Airport's Attractions Pass membership programme, which is available to all Participants.

"Child" means guest from 3 to 12 years old, based on the date of birth. **"e-card"** means electronic Attractions Pass membership card.

"GST" means goods and services tax, payable under the Goods and Services Tax Act (Cap 117A) of Singapore.

"JCAT" means Jewel Changi Airport Trustee Pte. Ltd. (Registration Number 201334181C), a company incorporated in Singapore under the Companies Act (Cap. 50) of Singapore, and in its capacity as trustee manager of Jewel Changi Airport Trust.

"Jewel Shopper Programme" means the marketing and promotional-related shopping and redemption campaigns held in Jewel Changi Airport.

"Partners" mean third-party operators, vendors and tenants who are supporting the Programmes by providing discounts, vouchers, gift redemptions or carrying out such other actions to support the Programmes.

"Participants" means members of the public who have signed up for a membership account on the Platform, so as to participate in the Programmes.

"Passholders" means Participants who have signed up for the Attractions Pass Programme and/or holders of the Attractions Pass.

"Programmes" means Jewel Shopper Programme and Attractions Pass Programme, collectively.

"Platform" means JCAT's (or authorised vendor's) online registration page for Participants to register for a membership account for the Programmes.

"Season Pass" means the admission and privileges pass issued to holders of the 6-month "Friends of Jewel Canopy Park" passes.

“Senior” means guest from 60 years and older, based on the date of birth.

- 1.2. Words importing the singular shall include the plural and vice versa.
- 1.3. JCAT makes no representation, warranty or undertaking whatsoever as to any implied terms or conditions or as to the accuracy, completeness and timeliness of any content or information contained on its official website, or on any of the Programme-related collaterals/materials. All information is accurate at time of print/publishing. JCAT shall not be liable for any dissatisfaction, damages, loss, injury or inconvenience arising from the materials published or printed in relation to the Programmes.
- 1.4. JCAT reserves the sole right and discretion to amend, modify or delete any content/information on its official website or on Programme-related collaterals/materials, and to vary or amend these Terms & Conditions and/ or the campaign-specific terms and conditions at any time, without providing any prior notice. Any such changes to these Terms & Conditions or the campaign-specific terms and conditions shall be effective and binding once it has been updated on JCAT’s official website.
- 1.5. In the event of any inconsistency between these Terms & Conditions, the campaign-specific terms and conditions and any other information relating to the Programmes contained on Jewel Changi Airport’s official website or on digital or print media collaterals, these Terms & Conditions shall prevail.
- 1.6. These Terms & Conditions and the campaign-specific terms and conditions may be translated into another language other than English. In the event of any inconsistency between the English language version and any other translation language hereof, the English language version shall prevail.
- 1.7. All decisions made by JCAT regarding the interpretation and application of these Terms & Conditions and the campaign specific terms and conditions shall be final and conclusive in each case.
- 1.8. These Terms & Conditions and the campaign-specific terms and conditions are not intended to confer rights to any third party under the Contracts (Rights of Third Parties) Act (Cap. 53B).
- 1.9. These Terms & Conditions and the campaign-specific terms and conditions shall be construed and governed in accordance with the laws of Singapore. Both JCAT and all Participants hereby submit to the exclusive jurisdiction of the Singapore Courts.

2. JEWEL CHANGI AIRPORT’S JEWEL SHOPPER PROGRAMME

2.1. Acceptance of Terms & Conditions

- 2.1.1. By signing up for a Jewel Shopper Programme membership on the Platform, Participants acknowledge (i) that they have read, understood and agreed to be bound by these Terms & Conditions, including all amendments, additions, replacements and modifications as may be made by JCAT from time to time; and (ii) they are, or shall be deemed to be of legal age and capacity to accept these Terms & Conditions.
- 2.1.2. Further, by participating in specific promotional and marketing campaigns under the Jewel Shopper Programme, Participants shall be deemed to have read and agreed to the terms and conditions of the specific promotional and marketing campaign. Please refer to Jewel Changi Airport’s official campaign webpage for the respective campaign- specific terms and conditions.

2.2. Jewel Shopper Programme Mechanics

- 2.2.1. All campaign redemptions are non-exchangeable, non-refundable and not for resale.
- 2.2.2. Minimum spend requirement (if any) in a campaign refers to the final payable amount, including applicable

service charge and goods and services tax.

- 2.2.3. Unless otherwise stated, all redemptions shall be made on the date of purchase.
- 2.2.4. Participants shall abide by Jewel Changi Airport's guidelines as well as safety and health advisory regulations.
- 2.2.5. JCAT reserves the right to refuse the participation of or disqualify any person from a campaign for any reason whatsoever, including but not limited to fraudulent, deceitful, unsafe or unruly behavior; non-compliance with these Terms & Conditions, campaign- specific terms and conditions; Jewel Changi Airport's guidelines or safety and health advisory regulations.

2.3. **Personal Data and Privacy – Jewel Shopper Programme**

- 2.3.1. Participation in the Jewel Shopper Programme will require the collection, use, processing and disclosure of personal data (such as full name; birthdate; postal code; mobile number and email address). By completing the relevant data fields on the Platform and clicking on "*I have read and I agree to the Terms & Conditions*", Participants consent to JCAT's collection, use and disclosure (to JCAT's subsidiaries, affiliates, service providers, Partners and vendors where required) of their personal data for the purposes of conducting and administering the Jewel Shopper Programme; providing and facilitating vouchers, discounts and merchandise redemptions; matching of Participant's personal data collected through the Platform with other data that JCAT holds so as to optimise business operations and improve service standards; conducting statistical analysis so as to improve the products and services offered; providing relevant and personalised content to the registered mobile number or email address provided on the Platform and for JCAT to fulfil its obligations under these Terms & Conditions (collectively the "**Approved Purposes**"); in accordance with the Personal Data Protection Act 2012, all applicable privacy laws and Jewel Changi Airport's Privacy Policy, which is available at: <https://www.jewelchangiairport.com/en/privacypolicy.html>.
- 2.3.2. Participants represent and warrant that the personal data which they disclose to JCAT during the registration process on the Platform is complete and accurate. JCAT shall not be held liable and shall be fully indemnified by all Participants for any incorrect or inaccurate personal data provided. Where Participants have provided the personal data of a third party, they shall be deemed to have obtained the consent from such third party and that they have full authority to disclose such third party's personal data on the Platform. Participants shall indemnify JCAT for any unauthorised disclosure of personal data of such third parties.
- 2.3.3. Participants consent to JCAT sharing with them information about the Jewel Shopper Programme; transactional announcements and service announcements (e.g. vouchers/discounts usage expiry reminders and successful redemption notifications); amendments to these Terms & Conditions and/or campaign-specific terms and conditions; and any other information relating to various promotional and marketing campaigns under the Jewel Shopper Programme (the "**Jewel Shopper Programme Updates**") via their mobile number or email address registered on the Platform.
- 2.3.4. If Participants have opted in for additional marketing and promotional content by selecting "*I would like to be informed of Jewel's upcoming events, promotions and news via: Email/SMS*" on the Platform during the registration process, Participants hereby also consent to receiving Additional Shopping Offers via their mobile number or email address registered on the Platform. Participants may at any time, unsubscribe from the Additional Shopping Offers by updating their subscription preferences by clicking on "unsubscribe" located at the bottom of the Additional Shopping Offers communication or by writing in to us at contact.us@jewelchangiairport.com. Participants should note that they will continue to receive Jewel Shopper Programme Updates even if they have opted out of receiving the Additional Shopping Offers. In the event that Participants also wish to unsubscribe from the Jewel Shopper Programme Updates, they may do

so by similar means as described above. However, Participants should note that should they choose to do so, they would not be able to enjoy the full benefits of the promotional and marketing campaigns under the Jewel Shopper Programme.

- 2.3.5. To promote and advertise the Jewel Shopper Programme, JCAT reserves the right to engage authorised photographers and videographers to take photographs and/or video recordings. By participating in the Jewel Shopper Programme, Participants consent to being photographed and recorded by authorised photographers and videographers as customers participating in the promotional and marketing campaigns and consent to JCAT's use of such images, films or recordings for creating marketing and publicity materials for public transmission.

3. JEWEL CHANGI AIRPORT'S ATTRACTIONS PASS PROGRAMME

3.1. Acceptance of Terms & Conditions

- 3.1.1. By signing up for the Attractions Pass Programme, Participants acknowledge that (i) they have read, understood and agreed to be bound by these Terms & Conditions, including all amendments, additions, replacements and modifications as may be made by JCAT from time to time; and (ii) that are, or shall be deemed to be of legal age and capacity to accept these Terms & Conditions.

3.2. APPLICATION OF ATTRACTIONS PASSES

- 3.2.1. The following types of Attractions Passes are available:

- (a) Annual Pass: Individual Adult, Individual Child/Senior, Family Annual Pass;
- (b) Season Pass: Individual Adult, Individual Child/Senior.

- 3.2.2. Participants may register for the Attractions Pass Programme by registering for a membership account on the Platform and paying the Attractions Pass fees.

- (a) If a Participant has an existing membership account on the Platform, he would simply need to update his membership profile with the additional requisite information before proceeding with the payment of the Attractions Pass fees.
- (b) If a Participant is registering for an Individual Child/Senior Pass on behalf of a Child/Senior, the Participant would need to provide the personal information of the Child/Senior during the application process, and agree to these Terms & Conditions on behalf of the Child/Senior.
- (c) If a Participant is intending to purchase the Family Annual Pass, he would also need to include the information of his family members (e.g. name, date of birth, nature of relationship to Participant and gender) that will be registered under the Family Annual Pass. Please note that once the Family Annual Pass is issued, change of registered family members will not be allowed throughout the Family Pass validity period.

- 3.2.3. Only natural persons are eligible to apply for the Attractions Pass. Legal persons (e.g. corporations or entities) are not eligible.

- 3.2.4. Please refer to Schedule 1 hereto, for the Attractions Pass fees.

- 3.2.5. Attractions Pass membership applications may be declined at JCAT's sole and absolute discretion, without having to provide any reason.

3.2.6. Once the membership application has been approved, the Attractions Pass will be issued in the form of an e-card to the email address registered on the Platform.

3.2.7. The Attractions Pass membership (and privileges thereunder) is valid as follows:

- (a) Annual Pass: Twelve (12) months from date e-card issuance.
- (b) Season Pass: Six (6) months from date of e-card issuance.

3.3. **USE OF ATTRACTIONS PASSES**

3.3.1. Depending on the type of Attractions Pass membership, Passholder may enjoy the privileges and benefits stated [here](#). Privileges and benefits are offered at the sole and absolute discretion of JCAT and they are non-transferable and non-assignable.

3.3.2. Attractions Pass admissions:

- (a) Individual Adult Passes and Individual Child/Senior Passes are non-transferable and admits the Passholder only.
- (b) Family Annual Pass is limited to a maximum of 2 Adults and 5 Child/Senior.

3.3.3. A valid e-card must be presented in order to be granted admission into the attractions or in order to enjoy the Attractions Pass privileges. JCAT attraction staff may request for photo identification for verification prior to admission.

3.3.4. Admission to the various Jewel Changi Airport attractions using the Attractions Pass is subject to blackout dates; closure of attractions due to maintenance or force majeure events; and separate ticketed events. Please refer to the Jewel Changi Airport Attractions website for more information.

3.3.5. The use of the Attractions Pass for admissions into Jewel Changi Airport's attractions is subject to the applicable terms and conditions of the attractions. All Passholders and users of the Attractions Pass for entry in to the attractions agree to Jewel Changi Airport's attractions terms and conditions. Please refer to jewel.sg/terms for the full terms & conditions of the Jewel Changi Airport's attractions.

3.4. **RENEWAL, SUSPENSION AND TERMINATION OF ATTRACTIONS PASS**

3.4.1. Passholders may renew their Attractions Pass membership 30 days prior to their Attractions Pass membership expiry date. The renewal procedure is similar to the application procedure as set out in Clause 3.2.

3.4.2. JCAT reserves the right, in its sole and absolute discretion, to immediately and without prior notice, suspend and/or terminate an Attractions Pass membership in the following situations:

- (a) Passholder verbally or physically abused any of the staff of Jewel Changi Airport or Jewel Changi Airport' tenants;
- (b) Passholder acted fraudulently or dishonestly or breached any applicable laws while using the Attractions Pass;
- (c) Passholder destroyed or damaged any property belonging to Jewel Changi Airport and/or Jewel

Changi Airport' tenants;

- (d) Passholder fail to comply with the Terms & Conditions; or any guidelines or rules laid out by the Jewel Changi Airport, including failing to obey the instructions of JCAT attraction staff;
- (e) Passholder behaved in such a manner which Jewel Changi Airport determines to be inappropriate; and/or
- (f) If the event where JCAT has to comply with any lawful order given by any relevant authority or governmental body.

3.4.3. A Passholder may terminate his Attractions Pass membership at any time by writing in to JCAT at the contact information below. In the event that a Passholder and/or registered family member withdraws his/their consent for JCAT's collection, use and disclosure of his/their personal data (that was collected via the Platform during the membership application process), this would be deemed a termination of the Attractions Pass membership.

3.4.4. In event that a Passholder's account is suspended and/or terminated for any reason whatsoever, all benefits and privileges that comes with the Attractions Pass membership shall cease forthwith.

3.4.5. JCAT shall not be liable to the Passholders in any way whatsoever and shall not be required to make any refunds of the Attractions Pass fees, arising from the suspension and/or termination of the Attractions Pass membership pursuant to these Terms & Conditions.

3.5. **PERSONAL DATA AND PRIVACY – ATTRACTIONS PASS PROGRAMME**

3.5.1. Participation in the Attractions Pass Programme will require the collection, use, processing and disclosure of personal data (such as full name; gender; birthdate; postal code; mobile number; email address; nature of relationship (for registered family members)). By submitting the relevant data fields on the Platform and clicking on *"I have read and I agree to the Terms and Conditions"*, Passholders consent to JCAT's collection, use and disclosure (to JCAT's subsidiaries, affiliates, service providers, Partners and vendors where required) of their (and their registered family members) personal data for the purposes of conducting and administering the Attractions Pass Programme in Jewel Changi Airport; providing the Attractions Pass membership privileges (which may include discounts, vouchers, merchandise redemption); facilitating the admission of Passholders into Jewel Changi Airport's attractions; matching of personal data collected from the Platform with other data that JCAT has in its other databases so as to optimise business operations and improve service standards; conducting statistical analysis so as to improve the products and services offered; providing relevant and personalised content to the mobile number or email address registered on the Platform and for JCAT to fulfil its obligations under these Terms & Conditions (collectively the **"Relevant Purposes"**); in accordance with the Personal Data Protection Act 2012, all applicable privacy laws and Jewel Changi Airport's Privacy Policy which is available at: <https://www.jewelchangiairport.com/en/privacypolicy.html>.

3.5.2. Passholders acknowledge and agree that their (and their registered family member's) personal data may be used, processed and/or disclosed by JCAT for the following non- exhaustive instances as part of the Relevant Purposes:

- (a) processing and confirming the Attractions Pass membership application, including contacting the Passholder in relation to the membership application;
- (b) verifying the Passholder's identity for the purposes of validating the entry into the attractions in Jewel Changi Airport;
- (c) responding to, handling, and processing queries, requests and feedback from Passholders in relation to the membership application or the use of the Attractions Pass;

- (d) processing payment or credit transactions for the collection of the Attractions Pass fees during the membership registration process;
- (e) facilitating attractions access management, personalized guest experience, operational improvement, safety and security;
- (f) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority, related to the membership application or the use Attractions Pass;
- (g) transmitting to any unaffiliated third parties including third party service providers and agents, and relevant governmental and/or regulatory authorities, for the aforementioned Relevant Purposes; and
- (h) any other incidental business purposes related to or in connection with the Relevant Purposes, or related to the membership application or the use of the Attractions Pass.

- 3.5.3. Passholders represent and warrant that their (and their registered family member's) personal data which they disclose to JCAT via the Platform is complete and accurate. JCAT shall not be held liable and shall be fully indemnified by Passholders for any incorrect or inaccurate personal data provided. Where Passholders have provided the personal data of a third party (such as their family members), Passholders represent and warrant that they have obtained the consent from such third party and shall be deemed to have full authority to disclose such third party's personal data to JCAT on the Platform. Passholders agree to indemnify JCAT for any unauthorised disclosure of personal data of such third parties.
- 3.5.4. Passholders consent to JCAT communicating to them information about the Attractions Pass Programme; transactional announcements and service announcements related to the Attractions Pass Programme, the Attractions Pass membership privileges; Jewel Changi Airport's attractions (e.g. change of opening hours and closures notifications); and amendments to these Terms & Conditions (the "**Attractions Pass Programme Updates**") via the mobile number or the email address registered on the Platform.
- 3.5.5. If Passholders have opted in for additional marketing and promotional content by selecting "*I agree to receive marketing, advertising and promotional information via: Email/SMS*" on the Platform during the registration process, Passholders hereby also consent to receiving Additional Shopping Offers via their mobile number or email address registered on the Platform. Passholders may at any time, unsubscribe from the Additional Shopping Offers by updating their subscription preferences by clicking on "unsubscribe" located at the bottom of the Additional Shopping Offers communication or by writing in to us at contact.us@jewelchangiairport.com. Passholders should note that they will continue to receive Attractions Pass Programme Updates even if they have opted out of receiving the Additional Shopping Offers. In the event that Passholders also wish to unsubscribe from the Attractions Pass Programme Updates, they may do so by similar means as described above. However, Passholders should note that should they choose to do so, they would not be able to enjoy the full benefits or privileges of the Attractions Pass Programme in Jewel Changi Airport.
- 3.5.6. To promote and advertise the Attractions Pass Programme, JCAT reserves the right to engage authorised photographers and videographers to take photographs and/or video recordings of Passholders' (and their registered family member's) use of the Attractions Pass to enter the attractions in Jewel Changi Airport. By participating in the Attractions Pass Programme, Passholders consent (and on behalf of their registered family members) to being photographed and recorded by authorised photographers and videographers at the attraction venues in Jewel Changi Airport as customers participating in the Attractions Pass Programme and consent to JCAT's use of such images, films or recordings for creating marketing and publicity materials for public transmission.

4. LIABILITY AND INDEMNITY

- 4.1.1. To the fullest extent permitted by law, JCAT shall not be liable in contract, tort (including negligence) or otherwise, for any direct loss, indirect or consequential loss, damage, cost and expense, or loss or profits, arising out of or in connection with the Programmes (including Participants participation in any promotional and marketing campaigns in Jewel Changi Airport and/or a Passholder's or registered family member's use of the Attractions Pass to enjoy any privilege or for admissions into the attractions in Jewel Changi Airport).
- 4.1.2. JCAT shall not be held liable or responsible for any disputes that Participants may have with our Partners or any other third parties, regarding use of vouchers, discounts, coupons or offers or for any other matter related to the promotional and marketing campaigns in Jewel Changi Airport or the use and enjoyment of the Attractions Pass privileges.
- 4.1.3. Participants agree to indemnify and hold harmless JCAT, and its directors, officers, employees, agents (including its property manager Jewel Changi Airport Devt Pte Ltd and its employees), contractors (each an **"Indemnified Party"**) from and against all claims, demands, chose in action, judgments, suits, proceedings, liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties, legal costs (calculated on a full indemnity basis and including solicitor and client costs) and all other professional costs and expenses) suffered or incurred by an Indemnified Party arising out of or in connection with the Participants' breach of these Terms & Conditions; and/or participation in the Programmes.

5. CONTACT US

- 5.1.1. For questions about:
 - (a) the Jewel Shopper Programme and/or any promotional and marketing campaigns, you may reach us at contact.us@jewelchangiairport.com. Please state "Jewel's Shopper Programme" in the subject field of your correspondence;
 - (b) the Attractions Pass Programme and/or the use of the Attractions Pass, please write in to us at contact.us@jewelchangiairport.com and state "Attractions Pass Programme" in the subject field of the correspondence.
- 5.1.2. Alternatively, Participants may call our Jewel Guest Contact Centre at: +65 6956 9898 (10am - 10pm) for more information regarding the Programmes.

(Version dated 12 October 2025)

Schedule 1

Attractions Pass Fees

	PlayatJewel	PlayatJewel with Changi Experience Studio
Individual Annual Pass		
Adult	\$105	\$140
Child / Senior	\$75	\$98
Family Annual Pass		
1 Adult + 1 Child/Senior	\$128	\$185
2 Adults + 1 Child/Senior	\$188	\$270
2 Adults + 2 Child/Senior	\$218	\$312
2 Adults + 3 Child/Senior	\$248	\$354
2 Adults + 4 Child/Senior	\$278	\$396
2 Adults + 5 Child/Senior	\$308	\$438
Season Pass		
Adult	\$65	\$90
Child / Senior	\$45	\$60
Notes: i. The fees stated above are inclusive of prevailing GST. ii. Once the Attractions Pass is issued, there shall be no refund of the fees (whether pro rata or otherwise).		