

## **TERMS AND CONDITIONS FOR CES ATTRACTION TICKETING AND ENTRY**

Save as otherwise provided herein, these T&Cs (as defined below) apply to all Tickets (as defined below) for entry, use and enjoyment of the CES (as defined below) located in Jewel Changi Airport.

By purchasing the Tickets, the Ticket Purchaser (as defined below) is deemed to have read, accepted and agreed to be bound by these T&Cs. If the Ticket Purchaser bought the Tickets on behalf of others, it is the Ticket Purchaser's responsibility to draw each of the Ticket Users' attention to these T&Cs, which may be found at [jewelchangiairport.com/changiexperiencestudio](http://jewelchangiairport.com/changiexperiencestudio) (the "**T&Cs Website**") or the other Authorised Points of Sale (as defined below) and ensure that each of the Ticket Users has read and understood the T&Cs. By utilising the Tickets, such Ticket User is deemed to have read, accepted and agreed to be bound by these T&Cs.

By purchasing and/or utilising the Tickets, the Ticket Holder is deemed to be at least 18 years old and have legal capacity to enter into and form binding contracts under applicable law. If a Ticket Holder is below 18 years old, he must, and will be deemed to have in any event, obtained consent from his parent(s) or legal guardian(s), their acceptance of these T&Cs and their agreement to take responsibility for his acts and omissions in connection with his use of the Tickets for entry into the CES.

### **1. DEFINITION AND INTERPRETATION**

1.1. In these T&Cs, the following words and phrases shall have the meanings hereby assigned to them, except where the context otherwise requires:

- "Attraction Staff"** : means the staff/employees manning the CES;
- "Authorised Points of Sale"** : has the meaning ascribed to it in Clause 2.1;
- "CAG"** : means Changi Airport Group (Singapore) Pte. Ltd.;
- "CES"** : means the Changi Experience Studio ticketed attraction owned by CAG in Jewel Changi Airport;
- "Closed Attraction"** : has the meaning ascribed to it in Clause 5.1;
- "Management"** : means CAG who has decision making authority regarding CES;
- "Organisers"** : means collectively, CAG, its directors, employees, agents and all other persons acting in any capacity on their behalf in respect of CES;
- "T&Cs"** : means these terms and conditions, as amended, supplemental or modified from time to time;
- "Tickets"** : means all tickets (physical or electronic), vouchers, RFID tag, memberships, packages or such other item or instrument as decided by CAG from time to time which grants the Ticket Holder access to CES;

- “Ticket Holders”** : mean the Ticket Purchaser and the Ticket User collectively, and **“Ticket Holder”** shall be construed accordingly;
- “Ticket Purchaser”** : means the person who purchases the Tickets, regardless whether the purchase of the Tickets was for himself or for the Ticket Users;
- “Ticket User”** : means a person using/utilising the Tickets, but who did not personally purchase the Tickets;

- 1.2. The headings in these T&Cs are for convenience only and shall not affect the interpretation of these T&Cs.
- 1.3. The use of ‘We’, ‘Our’ and ‘Us’ herein refers to CAG.
- 1.4. In these T&Cs unless the context otherwise requires the following rules of interpretation apply:
- (a) words importing the singular shall include the plural and vice versa and words importing a specific gender shall include all other genders (male, female or neutral); and
  - (b) words importing a person shall include a firm, partnership, entity, organisation, association, trust, company or corporation and vice versa.

## **2. TICKETING**

- 2.1. Tickets are subject to availability and may be purchased on the official website of Jewel, manned ticketing counters and self-help kiosk at CES, through 3<sup>rd</sup> party ticketing agents or such other authorised points of sale as may be determined by the Management from time to time (collectively the **“Authorised Points of Sale”**). Ticket prices are inclusive of GST.
- 2.2. Ticket admission prices includes access to and use and enjoyment of the event, activity and/or exhibition in CES as printed on the Ticket only, and excludes food and beverages, merchandise, or photos or video entitlements unless otherwise explicitly stated on the Ticket.
- 2.3. If a time period is stipulated for the collection of the Tickets, such Tickets must be collected within the stipulated time period and no refund or compensation will be made for any uncollected Tickets.
- 2.4. Once the Tickets have been issued, they are non-transferable, non-exchangeable and non-refundable (save as otherwise provided for in Clause 5 below).
- 2.5. Tickets are only valid for the time period as printed on the Ticket. The Management shall not entertain any exchange or refund application should a Ticket Holder fail to utilise the Ticket within the stated time period on the Ticket.
- 2.6. The Ticket Holder must keep their Tickets safe and in good condition as no replacement or refund will be made for lost, stolen, defaced, illegible, damaged or tempered Tickets. Tickets which are altered, tempered, damaged, defaced or illegible will be denied entry to CES.
- 2.7. Tickets are not for resale (whether at a premium or otherwise), unless authorised in writing by the Management. The Management reserves the right to invalidate any Tickets in connection with any

fraudulent/unauthorised resale transaction and deny entry of any such Ticket Holder to CES, as the case may be, without refund or compensation.

- 2.8. Tickets shall not be used for advertising or other commercial purposes (including competition prizes, or trade incentives, lotteries, sweepstakes or draws, whether for commercial or charitable purposes) without the prior written consent of CAG who may withhold such consent at its sole and absolute discretion.
- 2.9. CAG may anytime at its sole discretion change the prices of the Tickets, and no claims or refund shall be entertained due to any changes in the Ticket prices. To be eligible for certain discounts (such as student and/or senior citizen discounts), proof thereof shall be furnished at the Authorised Points of Sale. Any promotion, discount or offer may not be used in conjunction with any other promotion, discount or offer.
- 2.10. Tickets presented for redemption will be honoured only if it is original, presented at CES during CES' operating hours and within the time period for redemption.
- 2.11. Save as otherwise provided for on the Ticket, each Ticket is for a one (1) time use only and admits only one (1) person (the age of 5 and above) into CES (excluding restricted areas/Staff-only Areas) as printed on the Ticket. The Management may, at its sole discretion, allow infant-in-arms and/or children below the age of 5 years to enter CES without a Ticket.

### **3. CONDITION OF ENTRY AND PARTICIPATION AT CES**

- 3.1. Admission to CES is only during CES' operating hours (as set out in Clause 6 below) and such operating hours are subject to change. Please refer to our website at [jewelchangiairport.com/changiexperiencestudio](http://jewelchangiairport.com/changiexperiencestudio) for further details. Admission to CES is subject to the capacity of CES.
- 3.2. The Ticket Holder acknowledges and accepts that there are inherent risks and dangers associated with the Ticket Holder's participation at CES and that participation at CES is at the Ticket Holders' own risk. Ticket Holders agree, acknowledge and accept the risks, the limitation of liabilities and the indemnities as set out in Clause 4.
- 3.3. Ticket Holders agree, acknowledge and accept our privacy terms and our Privacy Policy as set out in Clause 6.
- 3.4. Proper attire must be worn at all times. Please refer to the specific conditions of entry in Appendix 1 for the prescribed attire (if any).
- 3.5. Ticket Holders agree to comply with all posted instructions at CES (such as but not limited to, the safety instructions and the conditions of entry), the instructions of our Attraction Staff. For the safety of all our guests, our Attraction Staff may search any Ticket Holder and inspect personal and/or hand carry baggage and may refuse bags or other items brought into CES.
- 3.6. Smoking, littering and food and beverages are strictly prohibited in CES.
- 3.7. Ticket Holders shall not be allowed to enter or participate in CES while under the influence of drugs or alcohol.

- 3.8. If a Ticket Holder is pregnant/expecting, has a pre-existing medical condition or is feeling unwell, that Ticket Holder should not participate at CES and that Ticket Holder's decision to carry on otherwise will be at his own risk and liability.
- 3.9. The operation of CES is subject to maintenance activity and capacity of CES. The Management reserves the right to limit the entry into CES or close CES entirely with immediate effect without notice or reason provided.
- 3.10. The Management reserves the right to, from time to time, close CES to the public so as to facilitate its private events and functions.
- 3.11. The Management reserves the right to refuse entry or to remove Ticket Holders from the CES for vandalising property, offensive or unruly behaviour, jumping queue lines, fighting, failure to adhere to the posted instructions located at CES, failure to follow the instructions or the direction of our Attraction Staff, failure to adequately supervise other Ticket Holders who are under their care, failure to comply with these T&Cs, and for all other behaviour which the Management in its sole discretion considers inappropriate and which constitute a source of danger nuisance or annoyance to himself or to any other persons. The Management shall not be obliged to refund the cost of any Ticket to such persons who have been refused admission or were asked to leave CES.
- 3.12. Any person between 5-12 years of age for CES requires a Ticket for entry into CES and must be accompanied and supervised at all times by his parents/guardians who themselves must also hold a Ticket for admission.
- 3.13. The specific conditions for entry to CES as appended in Appendix 1 to these T&Cs (in addition to those listed above, on the signage displayed at CES (if any) and on the Jewel corporate website) shall apply. In the event of any conflict/inconsistencies between these T&Cs and the specific conditions of entry in Appendix 1, the specific conditions of entry in Appendix 1 shall prevail.

#### **4. ACCEPTANCE OF RISK, LIMITATION OF LIABILITY AND INDEMNITIES**

- 4.1. In consideration of being permitted to enter, engage, participate, play, use and/or otherwise interact with CES, the Ticket Holder acknowledges and understands that there are inherent risks and hazards arising from his and/or his child's/wards' participation and use of CES which may result in property damage, bodily injury, permanent disability and/or even death. The Ticket Holder acknowledges that while the Organisers have taken adequate steps to minimise these risks and hazards, he accepts that these risks and hazards may not have been eliminated and he (and where applicable, on behalf of his child/ward) agree to participate and use CES at his own risk and he (and where applicable, on behalf of his child/ward) expressly assumes and accepts all risks and hazards in relation thereto.
- 4.2. To the fullest extent permitted by law, the Ticket Holder (and where applicable, on behalf of his child/ward) hereby:
  - (a) waives the right to any and all claims, suits or demands, and releases and discharges the Organisers from any and all liability (howsoever caused) in contract, tort (save for the extent of personal injury or death found to be directly caused by the Organiser's own negligence), breach of statutory duty or otherwise any loss, damages, costs, or expenses (including special incidental or consequential loss or damage and loss of profits) incurred or suffered by him

and/or his child/ward arising directly or indirectly in connection with his and/or his child/ward's participation at CES;

- (b) agree to indemnify, defend and hold harmless the Organisers against all and any losses, claims, damages, costs, expenses (including any legal fees) suffered or incurred by the Organisers and arising directly or indirectly in connection with his and/or his child/ward's participation at CES; and
- (c) acknowledge that he (and where applicable, on behalf of his child/ward) may be liable to other individuals for their loss to property and/or bodily injury or death arising from his (or his child/ward's) irresponsible, deliberate, reckless or negligent behaviour when participating at CES and he (and where applicable, on behalf of his child/ward) authorises and agrees that the Organisers may, at his own cost, expense and liability, take all reasonably necessary steps to mitigate and/or manage the loss and/or injury caused.

4.3. Where the Ticket Holder is responsible for a minor (whether as parent, legal guardian, custodian or otherwise), he agrees to be bound by the foregoing provisions on the minor's behalf and he undertakes full responsibility for the minor's safety and to directly supervise him/her at all times.

## 5. TICKETING EXCHANGE AND REFUND

5.1. In the event that a Ticket is presented at CES for redemption and CES is closed for whatever reason (such as but not limited to situations under Clause 3.9 and 3.10 or due to circumstances beyond the reasonable control of CAG) or if the Management publishes a notice regarding the closure of CES (the "**Closed Attraction**"), the Management may, at its sole discretion:-

- (a) exchange that Ticket (for CES) and replace it with another Ticket for CES but on a different date / for the duration of a period (where it is not closed); or
- (b) refund the value of the Ticket in accordance with Clause 5.2 and 5.3, provided that all refund request shall be not more than six (6) months from the date entry to CES was denied.

Save as otherwise provided in the foregoing, no exchanges or refunds shall be made and all such un-refunded sums shall be dealt with at the Management's sole discretion.

5.2. For Ticketing exchange or refund, Ticket Holders will have to produce the original Tickets (in good condition) as well as the accompanying receipt/proof of purchase (if any). As part of our exchange/refund process, the identity of the Ticket Holder applying for an exchange or refund will be recorded by our customer service officers, and Ticket Holders applying for such Ticket exchange or refund consent to the collection of such information in accordance with our Privacy Policy. Please refer to Clause 6 for our Privacy Policy.

5.3. All refunds for Tickets purchased may be made at the original Authorised Point of Sale as follows:

- (a) tickets purchased using credit cards shall be refunded to the credit card accounts with which the Tickets were purchased. If such credit card accounts are no longer valid, no credit card refunds will be made and Clause 5.3(b) below shall apply; and
- (b) tickets purchased using payment modes other than by credit cards, shall be refunded in cash.

## **6. PHOTOGRAPHS, RECORDINGS AND PRIVACY**





- 6.1. CAG collects personal data about each Ticket Holder which is necessary to manage and operate CES. By purchasing and/or utilising the Tickets, you consent to CAG collecting, using, disclosing, storing and processing the personal data of the Ticket Holder in accordance with these T&Cs and its own respective Privacy Policy. CAG's Privacy Policy is available at <http://www.changiairport.com/en/privacy-policy.html>.
- 6.2. The Management reserves the right to allow into CES venue, authorised photographers and videographers for photography and/or video recordings for advertising and promotional purposes. Ticket Holders consent to being photographed and recorded by authorised photographers and videographers as guest/customers at CES and consent to the use of such images, films or recordings for public transmission and for the marketing and publicity materials of CAG.
- 6.3. By entering into the CES venue, the Ticket Holder consents to CAG taking photographs of him (whether group or individual photographs) within CES to create a memento for his purchase.







## **7. MISCELLANEOUS**

- 7.1. These T&Cs shall be governed by the laws of Singapore and the parties hereby agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 7.2. The Management reserves the right to amend, modify or revise these T&Cs as well as any guidelines, notices, operating rules and instructions of the CES at its sole discretion from time to time. The Updated T&Cs shall be posted on the T&Cs Website mentioned above and/ the Authorised Points of Sale and shall take effect on the date of such posting, superseding the earlier version of the T&Cs and governing all Tickets (whether issued or otherwise). It is the Ticket Holders responsibility to check the T&Cs Website periodically for changes to the T&Cs. If the Ticket Holder does not consent to such amendments or modifications, the Ticket Holder shall not use the Tickets for the entry into the CES. If, following such amendments or modifications, the Ticket Holder nevertheless uses the Tickets to enter CES, the Ticket Holder shall be deemed to have irrevocably consented to such amendments or modifications and agreed to be bound by them.
- 7.3. Each of the provisions of these T&Cs are severable from the other provisions. If any such provision or part thereof is or becomes invalid, unenforceable or illegal in any respect, such provision or part thereof, shall, to that extent that such provision is invalid, be deemed not to form part of these T&Cs, but the validity, enforceability or legality of the remaining provisions shall not in any way be affected or impaired thereby.
- 7.4. In the event of conflict between the terms and conditions printed on the Tickets and these T&Cs, then these T&Cs shall prevail.

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**Appendix 1**  
**Specific Terms and Conditions of CES**

| Attraction Parameters   | Changi Experience Studio               |
|---|--|
| Operating Hours (Hrs)   | 1000<br>–<br>2200                      |
| First Admission (Hrs)   | 1000                                   |
| Last Admission (Hrs)  | 2100                                   |
| Admission   | Throughout operating hours             |
| Re-entry  | No                                     |
| Mandatory footwear  | -                                      |
| Luggage / Bags with wheels  | Not permitted in the Attraction.       |
| <br>Children ≤12 years old must be accompanied by a supervising companion                                    | Yes                                    |
| <br>Expectant mothers prohibited from participating in the Attraction                                       | -<br>(but note advisory in Clause 3.8) |
| <br>Infants must not be handheld during participation in the Attraction                                    | -                                      |
| No littering  | Yes                                    |
| No smoking  | Yes                                    |
| No public nuisance, foul, rough play, running   | Yes                                    |
| No sharp objects  | Yes                                    |
| No food and drinks  | Yes                                    |
| No picnic furniture allowed e.g. picnic mats  | Yes                                    |
| No selfie sticks  | -                                      |
| No loose items  | -                                      |
| No drones allowed   | Yes                                    |
| Others  | -                                      |
| <br>Customers with, or with a history of back or neck conditions are advised to refrain from participation | -                                      |

| Attraction Parameters   | Changi Experience Studio |
|---|--------------------------|
| Participants who are feeling dizzy or unwell are advised to refrain from participation  | Yes                      |
|  <p>Customers with, or with a history of heart conditions or blood pressure conditions are advised to refrain from participation</p>                       | -                        |
|  <p>Customers with, or with a history of medical conditions that may be affected by strobe lighting effects are advised to refrain from participation</p>  | Yes                      |
|  <p>Customers who are susceptible to motion sickness are advised to refrain from participation</p>  | -                        |
|  <p>Customers with, or with a history of medical conditions that may be aggravated by fog or smoke effects are advised to refrain from participation</p> | -                        |
|  <p>Customers who are afraid of heights are advised to refrain from participation</p>  | -                        |
|  <p>Customers who are afraid of enclosed spaces are advised to refrain from participation</p>  | -                        |