

General Terms and Conditions of Changi Experience Studio Annual Pass (“MEMBERSHIP”)

1. The membership will allow annual admission to Changi Experience Studio (“CES”) during regular operating hours except during any closure dates or closure period, as stipulated by Changi Experience Studio.
2. Membership purchased onsite is valid for one (1) year from the date of application.
3. Customer who purchase membership online has 1 month validity from date of purchase to visit Changi Experience Studio to activate their membership.
4. Entry into CES will be based on existing capacity limits.
5. Membership fees shall be paid in full advance and there shall be no pro-rata or refund of membership fees.
6. Please see Appendix 1 for the specific terms and conditions for the Changi Experience Studio Annual Pass Top-up (“Membership top-up”)
7. An electronic membership card (“e-card”) will be e-mailed to the member upon membership activation. No physical membership card will be issued.
8. The e-card is personal to the registered member(s) and is not transferable. Only the named person(s) reflected on the e-card may enjoy the membership benefits.
9. Members must present their e-card to enjoy the membership benefits and discounts, including admission to CES.
10. Verification of age or identity may be requested by CES at the time of membership application or to gain admission to CES.
11. CES reserves the right to amend or withdraw any part of the discounts, promotions, benefits and terms & conditions without prior notice. Please refer to jewelchangiairport.com/changiexperiencestudio for the latest updates.
12. CES reserves the right to reject an application or renewal, and to suspend or terminate a membership without liability or refund, if any of the conditions of the membership are not complied with or if any benefits are abused.

Appendix 1

Specific Terms and Conditions of Membership top-up

1. Membership top-up is only applicable at CES ticketing counter.
2. A copy of the CES admission tickets purchased online / onsite have to be presented for Membership top-up.
3. Membership top-up can only be processed on the same day of CES admission.
4. Admission tickets converted must correspond to the category purchased. (Adult to Adult, Child to Child)
5. Tickets bought from 3rd party sites, discounted and complimentary tickets are not eligible for conversion to membership.
6. Conversion of admission tickets to membership will not involve any form of refund as tickets sold are non-refundable.