

ZOOLYMPIX
TERMS AND CONDITIONS FOR THE ZOOLYMPIX EVENT

In these terms and conditions, “we”, “us” or “our” refers to Mandai Park Holdings Pte. Ltd. and/or its Related Corporations (“**MWG**”). “**Related Corporation**” in relation to a corporation, means the holding company of that corporation, a subsidiary of that corporation, or a subsidiary of the holding company of that corporation. In this terms and conditions, “you” and “your” refers to any individuals who visits the Singapore Zoological Gardens and/or River Wonders (“**Guest**”), and where the Guest is below the age of eighteen (18) years old, any individual who is the parent or legal guardian of the aforementioned Guest.

By taking part in the Event (as hereinafter defined) and/or collecting the Activity Booklet (as hereinafter defined), you are deemed to have accepted these terms and conditions and any other applicable specific terms and conditions as amended, updated, modified or supplemented from time to time (collectively referred to as “**Terms and Conditions**”). If you do not agree to these Terms and Conditions, you should not take part in the Event and/or collect the Activity Booklet. Where the Guest is below the age of eighteen (18) years old, you, as the parent or legal guardian, accept these Terms and Conditions on behalf of yourself and your child or legal ward, and undertake to inform and explain these Terms and Conditions to your child or legal ward and confirms that your child or legal ward understand these Terms and Conditions.

1. The Event

- 1.1. The Zoolympix event (“**Event**”) runs from 25 May 2024 to 25 August 2024 (“**Event Period**”) and takes place at the Singapore Zoological Gardens (“**SZG**”) and River Wonders (“**RW**”) located at 80 Mandai Lake Road, Singapore 729826 (collectively, the “**Premises**”).
- 1.2. The Event is an outdoor trail and event featuring a unique trail experience with activity stations along the trail (“**Activity Stations**”) for Guests to embark on exciting challenges across SZG and RW, and a Carrot Garden which is a bouncy castle produced by Ministry of Social and Family Development for the National Family Festival in the Event (“**Carrot Garden**”).
- 1.3. As part of the Event, a copy of the Zoolympix activity booklet (“**Activity Booklet**”) may be collected, subject to these Terms and Conditions. The Activity Booklet presents the opportunity for Guests to compete in fun challenges and discovering fun facts of animal skills by participating in each of the Activity Stations. Upon the completion of the Activity Booklet and subject to these Terms and Conditions, you can exchange the completed Activity Booklet for collectibles and a Zoolympix Pin (“**Gifts**”).
- 1.4. We may, at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you:
 - 1.4.1. postpone, cancel, suspend, interrupt or terminate the Event (including access to the Activity Stations, the collection of the Activity Booklet, the exchanging of the completed Activity Booklet for the Gifts and all activities in connection with the Event, the Activity Stations and the Activity Booklet) in any event including in the event of wet weather, lighting warning or if the PSI reaches 301 and above on any given day during the Event Period;
 - 1.4.2. vary, add, cancel or substitute any aspects of the Event, the Activity Stations or the Activity Booklet; and/or
 - 1.4.3. vary the Event Period or Premises.
- 1.5. There will be no compensation whatsoever for any delay, suspension or cancellation of the Event (including access to the Activity Stations, the collection of the Activity Booklet, the exchanging of the completed Activity Booklet for the Gifts and all activities in connection with the Event, the Activity Stations and the Activity Booklet) during the Event Period.
- 1.6. You acknowledge and agree that the Event may be governed by additional terms, guidelines and/or rules (“**Additional Rules**”). These Additional Rules are incorporated by reference into

these Terms and Conditions. For the avoidance of doubt, all references to “**Terms and Conditions**” shall include a reference to the “**Additional Rules**”.

2. Qualifying Guests

- 2.1. The Event is only applicable to Guests with valid admission tickets to Singapore Zoo or River Wonder or Friends of Wildlife membership.
- 2.2. All Guests that are below seven (7) year of age shall be accompanied by the Guests’ parent or legal guardian at all times when participating in the Event.

3. Activity Stations

- 3.1. As part of the Event, there are 6 Activity Stations and other installations (e.g. photobooths, etc) located in each of SZG and RW.
- 3.2. You shall comply with all instructions of our Personnel and all Event signages and notices within the Premises when participating in the Event. The failure to comply with the foregoing may result in your disqualification from taking part in the Event and your removal from the Premises. “**Personnel**” means any person who is involved in the operation of the Event (including, without limitation, our employees, officers and agents).

4. Activity Booklet

- 4.1. The Activity Booklet is only applicable to Guests who meet the requirements in Clause 2.1 above.
- 4.2. The Activity Booklet can only be collected at the Event booths at (a) the Tree Top Trail at SZG; and (b) the entrance of RW, within the Premises (each a “**Collection Point**”) at the following timings on each day of the Event Period:
 - 4.2.1. from 8:30am to 5:00pm at the Tree Top Trail at SZG; and
 - 4.2.2. from 10:00am to 5:00pm at the entrance of RW.
- 4.3. You can collect one (1) Activity Booklet at no cost as long as you present a valid admission ticket to SZG or RW or Friends of Wildlife membership at the Collection Point;
- 4.4. For Guests that are below the age of eighteen (18) years old, the Activity Booklet can only be collected by the Guests’ parent or legal guardian on behalf of the aforementioned Guest. The aforementioned Guest shall be present with his/her parent or legal guardian at the Collection Point for verification.
- 4.5. There are limited quantities of Activity Booklets available for collection on each day of the Event Period, and the distribution of the Activity Booklets is subject to a first-come-first-serve basis while stocks last. The quantity of Activity Booklets available for collection on any given day shall be determined solely by us
- 4.6. The Activity Booklet is not transferable, refundable, exchangeable for cash or in kind and will not be replaced if lost, damaged, defaced, stolen and/or voided.

5. Completing an Activity Booklet

- 5.1. The Activity Booklet shall be completed in accordance with the instructions (“**Instructions**”) as specified within the Activity Booklet or on signages and notices at each of the Activity Stations and within the Premises.
- 5.2. An Activity Booklet can be completed in accordance with the Instructions: (a) for the 6 Activity Stations in SZG only (“**SZG Completed Activity Booklet**”); (b) for the 6 Activity Stations in RW only (“**RW Completed Activity Booklet**”); or (c) for all the Activity Stations in both SZG and RW (“**Completed Activity Booklet**”). An incomplete Activity Booklet cannot be exchanged for Gifts.

- 5.3. An Activity Booklet must be completed within the Event Period. An activity booklet must be completed within the campaign period from 25 May to 25 August 2024

6. Gift Redemption

- 6.1. You shall be entitled to collect the following Gifts if you complete the relevant portions of the Activity Booklet as follows:
- 6.1.1. An SZG Completed Activity Booklet entitles you to redeem only one (1) SZG collectible.
 - 6.1.2. An RW Completed Activity Booklet entitles you to redeem only one (1) RW collectible.
 - 6.1.3. A Completed Activity Booklet entitles you to collect (1) Zoolympix Pin, in addition to one (1) RW collectible and one (1) SZG collectible.
 - 6.1.4. In addition, if you complete the bonus Ranger Buddies (“**RB**”) activity within the Activity Booklet, you are entitled to redeem one (1) RB collectible.
- 6.2. Gifts can only be redeemed at either of the Collection Points within the Premises, from 8:30am to 5:30pm at the Tree Top Trail at SZG; and from 10:00am to 5:30pm at the entrance of RW, on each day of the Event Period (“**Gift Exchange Timing**”).
- 6.3. There are limited quantities of Gifts available for redemption on each day in the Event Period, and the redemption of the Gifts is subject to a first-come-first-serve basis while stocks last. The quantity of Gifts available for redemption on any given day shall be determined solely by us.
- 6.4. We reserve the right to:
- 6.4.1. refuse to process the redemption in the event that the Gifts are no longer available for redemption on any given day;
 - 6.4.2. substitute the Gifts with any other item at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you;
 - 6.4.3. reject any Activity Booklet that was not completed in accordance with the Instructions;
 - 6.4.4. reject any incomplete, defaced or damaged Activity Booklet presented for redemption at our counter; and/or
 - 6.4.5. refuse to process any redemption in the event that redemption is requested outside of the Gift Exchange Timing.
- 6.5. All Gifts cannot be returned and/or exchanged for cash or in kind. You are required to check the condition of the Gifts upon redemption and under no circumstances can the Gifts be returned or replaced after redemption.

7. Carrot Garden

- 7.1. The Carrot Garden is located at Pavilion by the Lake at SZG and is only available from 25 May 2024 to 9 June 2024 from 9am to 5pm and it can hold up to ten (10) Guests at any time.
- 7.2. You shall queue up in an orderly manner, abide by the instructions of, and adhere to the crowd management measures imposed by, our Personnel when entering into the Carrot Garden.
- 7.3. To ensure the safety of our Guests, the following Guests are not permitted in the Carrot Garden:
- 7.3.1. Guests with heart conditions or abnormal blood pressure;
 - 7.3.2. Guests in wheelchairs;
 - 7.3.3. Guests who are expectant mothers;
 - 7.3.4. Guests with back and/or neck disorders; and
 - 7.3.5. Guests with impaired physical health.

- 7.4. For Guest that are seven (7) years of age and below, they must be accompanied by their parent or legal guardian into the Carrot Garden.
- 7.5. You can only spend a maximum of 10 Minutes in the Carrot Garden and you shall exit the Carrot Garden promptly when notified by our Personnel. Should you wish to spend more time in the Carrot Garden, you are required to exit the Carrot Garden and re-enter again. You will be required to re-join the queue to re-enter into the Carrot Garden again.
- 7.6. You must remove your shoes and empty your pockets before entering the Carrot Garden.
- 7.7. You shall be solely responsible for your personal belongings and/or personal equipment.
- 7.8. You must comply with any and all rules pertaining to the Carrot Garden (including but not limited to any signages placed at or around the Carrot Garden) and follow our Personnel's instructions at all times.
- 7.9. You are not allowed to:
 - 7.9.1. climb any walls or barriers within the Carrot Garden;
 - 7.9.2. touch any installations within the Carrot Garden;
 - 7.9.3. bring sharp, loose, bulky or dangerous objects into the Carrot Garden; and/or
 - 7.9.4. bring food and/or beverages into the Carrot Garden.
- 7.10. We reserve the right to conduct checks on you to ensure that no dangerous items are brought into the Carrot Garden prior to granting you entry into the Carrot Garden.
- 7.11. We reserve the right to:
 - 7.11.1. deny you entry into the Carrot Garden for any reason;
 - 7.11.2. stop any horseplay; and/or
 - 7.11.3. remove you from the Carrot Garden if you are uncooperative or if your actions and conduct are deemed to be unreasonable and/or detrimental to the enjoyment, well-being and safety of other guests and members of the public.

8. Personal Data

- 8.1. Any personal data or information that you provide to us or provide to us on behalf of your child or legal ward is also subject to our Personal Data Protection Policy (available at <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>), which is incorporated by reference into these Terms and Conditions.

9. Other General Terms

- 9.1. You acknowledge and accept and agree to comply with our Parks Rules and Conditions, including but not limited to the terms relating to conduct in the parks and our indemnity and waiver of liability policy, which may be found at <https://www.mandai.com/en/parks-rules-conditions.html>, and which is incorporated by reference into these Terms.
- 9.2. Whilst reasonable precautions will be taken by us to ensure safety when participating in the Event (including but not limited to the collection of the Activity Booklet, the exchanging of the completed Activity Booklet for the Gifts, and undertaking any or all activities in connection with the Event, the Activity Stations and the Activity Booklet) ("**Event Activities**"), you acknowledge that the foregoing participating in the Event Activities may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, takes part in the Event Activities at your own risk. We shall not be liable (to the extent permitted by law) for any death, injury, loss,

damage or inconvenience howsoever caused to or sustained by you. We may in our discretion, provide medical or other form of assistance on a goodwill basis. In no event shall the provision of such assistance amount to or be construed as an admission of liability by us of the death, injury, loss, damage or inconvenience sustained.

- 9.3. By participating in the Event Activities, you agree and undertake to, at all times, indemnify, keep indemnified, and hold MWG, its employees and agents harmless against all losses (including direct, indirect, incidental and/or consequential losses), damages (including general, special, and/or punitive damages), demands, injuries, claims, costs, penalties, interest and fees (including without limitation all legal fees as between solicitor and client or otherwise on a full indemnity basis whether or not incurred in respect of any real, anticipated, or threatened legal proceedings), howsoever caused by, arising or resulting from, whether directly or indirectly, your participation in the foregoing, and/or any breach or purported breach of the Terms and Conditions and/or any applicable laws.
- 9.4. We reserve the right to, in our sole and absolute discretion, exclude any Guest from participating in the Event Activities (or any part thereof) and to remove you from our Premises for any reason whatsoever, including but not limited to, if we are of the opinion that you are uncooperative, or whose actions and conduct are deemed to be unreasonable and/or detrimental to the enjoyment, well-being and safety of other guests and members of the public, without prior notice to you or providing any reason to you.
- 9.5. When participating in the Event, please be aware of your surroundings, and play and communicate in a safe manner. You agree to maintain safe and appropriate contact with other people (regardless of whether they are players or otherwise). You will not trespass, or in any manner, attempt to gain or gain access to any property or location whether you are not permitted to be in. You shall not harass, threaten or otherwise violate the legal rights of others, and/or otherwise engage in any activity that may result in injury, death, property damage, nuisance, or liability of any kind. If your participation in the Event results in any disputes with any third party, you agree to release us (and our officers, directors, agents, subsidiaries, joint ventures, and employees) from all claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes.
- 9.6. We reserve the right to amend these Terms and Conditions from time to time without prior notice to you or providing any reason to you. There shall be no compensation whatsoever in connection with the foregoing.
- 9.7. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Event, the Event Activities, the Activity Stations and/or the Activity Booklet, in the event of inconsistency.
- 9.8. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore and the courts of Singapore will have exclusive jurisdiction in any case of dispute.