

Wild Explorer Camp Programmes

Terms and Conditions

Mandai Wildlife Group (“MWG”) reserves the right to change this booking website, including rates and terms and conditions, without notice. We also reserve the right to refuse entry to the parks, cancel bookings, or ask people to leave the day camp site for any reason (for example due to inappropriate behaviour, bad weather or site conditions.)

We kindly ask that you take a moment to read them prior to making a booking. By submitting a booking application on the Portal or complete a booking form, you confirm that you have read, understood and agreed to be bound (personally and on behalf of your guests) by these Terms & Conditions.

These terms and conditions (“Terms & Conditions”) apply to the Wild Explorer Camp either in a 2-consecutive days or 3-consecutive days at Mandai Wildlife Reserve (“MWR”) (collectively referred to as the “Wild Explorer Camp” (“WEC”) programmes).

1. Participation Terms

- 1.1 Pre-registration is required for all Campers to join WEC programme, as stipulated in paragraph 2.4.
- 1.2 The capacity is up to forty (40) registered persons per session and during programme commencement; the child must be at the minimum age of 6 years old and a maximum age of 10 years old by birth year (“Camper”).
- 1.3 The date and itinerary of WEC programme is fixed and cannot be altered or amended to any guest’s request.
- 1.4 Parent/legal guardian of the registered Camper must make every effort to arrive 5 minutes earlier than the start and end scheduled time at the drop-off and pick-up location(s) over a period of 2 consecutive days, to send and fetch the Camper(s). MWG does not offer after camp care service and are appreciative for your co-operation.

2. Booking / Reservation Terms

- 2.1 To book WEC, you will have to submit a duly completed booking application and pay the booking fees on the Portal. A confirmation email will be sent once your booking is accepted and payment has been received.
- 2.2 Bookings for the WEC is subject to availability, on first-come-first-served basis. You will only be able to complete the booking application process and pay the booking fees on the Portal only if the selected date of the specific programme is available. Each booking application is for a maximum of three (3) Campers to sign-up.

- 2.3 You will have to complete the required information fields in the booking application form before they are able to proceed to the payment page. The information in the booking application (which includes the personal particulars of you and your child(ren) and the selected camp date) is essential as it enables MWG to provide the Wild Explorer Camp Experience.
- 2.4 MWG will not be held liable for any incorrect information submitted in the booking application.
- 2.5 Once a booking application is submitted via the Portal, together with the payment of the booking fees that have been paid by you, it will be deemed to be an unconditional and irrevocable offer and MWG shall be entitled (but not obliged) to process and accept the booking without your further consent.
- 2.6 An email reminder will be sent to your registered email address, together with packing list, programme itinerary, Declaration & Parent's consent form, drop-off & pick-up location(s) and lunch menu, one (1) week before your confirmed camp date. The completed Declaration & Parent's consent form must be returned to xp.res@mandai.com at least one (1) working day prior to the first day of camp.
- 2.7 MWG reserves the right to reject any booking application at its sole and absolute discretion and without having to provide any reason. Without prejudice to the foregoing, your bookings may be rejected by MWG in the following scenarios: (a) non-compliance to any conditions specified at the time of the booking; (b) inability to process payment for whatever reason; (c) the unavailability of Wild Explorer Camp on the dates selected; or (d) any errors that have been made on the Portal or any errors made in connection with your booking.
- 2.8 The published package rate includes park admission, lunch (no pork and no lard) and guided tours as stated in the WEC programme itinerary on the website.
- 2.9 The published package rates are in Singapore dollars and inclusive of prevailing GST and the programme details on the MWG websites are correct at point of communication and subject to change without prior notice.
- 2.10 Some programmes are weather permitting. In the event of wet weather, MWG reserves the right to replace the affected outdoor activity with a suitable indoor activity, at our own discretion.
- 2.11 While MWG will endeavour to have all dates of camp to be commenced for the Wild Explorer Camp Experience, however a minimum number of twenty (20) registered Campers is required for commencement of each session. We will offer alternative dates if your preferred date is not available, and we seek your kind understanding.

3. Cancellation Policy

- 3.1 Once a booking confirmation has been issued by MWG, no refund will be provided and no change to the booking order in the event that you decide to cancel or amend the booking respectively.
- 3.2 Any amendments to your confirmed camp date, a written request must be made not less than two (2) weeks from the confirmed camp date. A written request with valid reason must be submitted to Experience Reservations at xp.res@mandai.com. MWG reserves the right to review each request through a case-by-case basis; and an administration fee of S\$50 will be charged for any approved amendments at our sole and absolute discretion.
- 3.3 If parent/ legal guardian chooses to have Camper leaving the group or activity during the WEC programme, there shall be no refund, extension or transfer.
- 3.4 In the case of Camper is unable to attend the programme on confirmed camp dates fully or partially, the booking is non-transferable and will be forfeited; there shall be strictly no refund, no replacement session. MWG will not be liable for any of your losses or expenses incurred due to the failure to comply with the provisions.

4. Compliance with Laws, Regulations and Restrictions

- 4.1. Parent(s), legal guardian and Campers shall comply with, in addition to these Terms & Conditions, all laws, regulations, rules and guidelines of MWG that are applicable to the Wild Explorer Camp Experience and Park Admission at <https://www.mandai.com/en/park-admission-terms.html> .

5. Safety and Security

- 5.1. While MWG will endeavour to ensure that all Campers have a safe and enjoyable Wild Explorer Camp Experience in the accompany of our Wildlife Facilitators, however all Campers should also be responsible for the safety and security of their own belongings/property during the camp.
- 5.2. Our recommendation for parent/legal guardian is to pack essential items, do not bring valuable items and keep the child's backpack light to carry around the parks.
- 5.3. Campers will be supervised throughout all the activities by our experienced wildlife facilitators, with a ratio of 1 facilitator to every 10 campers.
- 5.4. Camper must stay with their respective groups until they are signed out by a parent or legal guardian.

- 5.5. All our parks are SG Clean Certified. We continue to maintain high standards of hygiene and cleanliness, with hourly cleaning and application of self-disinfecting coating on high touch surfaces.

6. Personal Data and Privacy Policy

- 6.1 You hereby provide your consent to Singapore Zoological Gardens, Wildlife Reserves Singapore, Mandai Park Development Pte Ltd., their related corporations, and their subsidiaries (collectively referred to as the Mandai Wildlife Group”) and/or any party authorised by the Mandai Wildlife Group, to collect, use, disclose, share and/or process the personal data relating to you or other individuals which you disclose to the Mandai Wildlife Group, according to the Mandai Wildlife Group Data Protection Policy at <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>

7. Disclaimer

- 7.1 Any person who takes part in the Programme does so entirely at his/her own risk and shall be deemed to have understood the risks associated with the Programme MWG, its employees and/or agents will take all necessary precautions to ensure the safety of the Camper provided that, to the extent permitted by law, MWG shall not be held responsible for any personal injury, damage or death sustained or arising out of his/her participation in the Programme unless the same is due to the negligence, act or omission of MWG, its employees and/or agents MWG shall, in any circumstances and at its sole and absolute discretion, provide such immediate first aid and/or medical treatment as it shall deem reasonable, and at its expense. Any such immediate first aid and/or medical treatment rendered shall not be taken as an admission of liability in any way for any personal injury howsoever sustained or arising MWG shall, under no circumstances, be liable for any loss, damage of personal items throughout the duration of the Programme.