

**Glamping in the Wild
Terms and Conditions**

1. GENERAL

- 1.1. These terms and conditions (“**T&Cs**”) apply to the “Glamping in the Wild” experience (“**Glamping in the Wild**”) within the Mandai Wildlife Reserve (“**MWR**”), operated by the Mandai Wildlife Group (as defined in the [Parks Rules and Conditions](#)).
- 1.2. In these T&Cs, “we”, “us”, or “our” refers to the Mandai Wildlife Group and “you”, “your” and “participant” refers to a participant in the Glamping in the Wild.
- 1.3. Glamping in the Wild includes the following:
 - 1.3.1. a reserved period of stay in a tent (“**Tent**”) in one of the Glamping in the Wild campsites (the “**Campsites**”), which are located at Glamping in the Wild – Reservoir Retreat located at the Mandai Wildlife EAST, 80 Mandai Lake Road, Singapore 729826 (“**Reservoir Retreat**”) and Glamping in the Wild – Crocodile Lodge located at the Rainforest Wild Adventure EAST, 80 Mandai Lake Road, Singapore 729826 (“**Crocodile Lodge**”); and
 - 1.3.2. activities set out in the itinerary applicable to your Glamping in the Wild experience dates (the “**Itinerary**”).
- 1.4. By registering for Glamping in the Wild, you acknowledge that you have read and understood, and agree to abide and be bound by, these T&Cs.
- 1.5. We reserve the right to make changes to these T&Cs, including updates to the rates, from time to time and without prior notice to you. We also reserve the right to, without liability or refund, deny you entry to any of our attractions within the MWR, cancel any reservations, require you to stop participating in Glamping in the Wild, or leave the Reservoir Retreat or Crocodile Lodge at our sole and absolute discretion due to reasons such as inappropriate, disruptive or unreasonable behaviour, adverse weather, site conditions, non-compliance with these T&Cs, or any other circumstances deemed necessary for safety, security, or operational reasons.

2. PARTICIPATION TERMS

- 2.1. For registration and check-in purposes, all guests in a Reservation (as defined below) are required to provide to us a valid form of identification such as a passport or an identification card. We reserve the right to deny your check-in and/or your participation in the activities, if you do not have a valid form of identification or if the identification provided does not match the details provided in the Reservation. We may, in our sole and absolute discretion, cancel or modify any Reservation which is made (a) in violation of these T&Cs; and/or (b) with fraudulent, false, or unauthorised intent.

- 2.2. Except for the “*Standard Tent – Queen*” Tent available at Crocodile Lodge, which has a maximum capacity of two (2) persons each, all other Tents have a maximum capacity of four (4) persons each. A person includes both:
 - 2.2.1. adults (a guest above the age of twenty-one (21) years old (by date of birth) as at the check-in date (an “**Adult**”)); and
 - 2.2.2. minors or children (a guest below the age of twenty-one (21) years old (by date of birth) as at the check-in date (a “**Minor**”).
- 2.3. There must be at least one (1) Adult registered and staying in each Tent.
- 2.4. A Minor below the age of three (3) years old (by date of birth) as at the check-in date is not permitted to participate in Glamping in the Wild.
- 2.5. Reservations and registration for Glamping in the Wild, and check-in to the Tent at the selected Campsite, must be completed by an Adult, on behalf of all registered guests of the Tent.
- 2.6. Adults are fully responsible for the safety and well-being of the Minors under their care throughout the duration of Glamping in the Wild. Minors must be supervised by an Adult at all times, particularly in outdoor areas where there may be unexpected wildlife encounters. In addition, Adults must accompany the Minor(s) who are under their care and under the age of six (6) years old throughout Glamping in the Wild.
- 2.7. The Itineraries for Glamping in the Wild are fixed and curated by us to ensure a seamless experience for all guests. The schedules, activities, and meal timings are predetermined and cannot be altered, substituted, or customised, unless stated otherwise.
- 2.8. Glamping in the Wild will take place in the MWR which is located adjacent to the Central Catchment Nature Reserve in Singapore. All guests must behave respectfully and responsibly to minimise their impact on the native wildlife and surrounding areas. Daily quiet hours from 10:30pm to 7:00am will be enforced to protect the natural environment and ensure all guests have a restful experience. We may enforce specific environmental guidelines or protocols as needed, and all guests are required to adhere to them at all times.
- 2.9. The Campsites uphold a stringent no-smoking policy. Smoking is not permitted under any circumstances. If found smoking, or where any evidence of smoking is identified, a cleaning fee of S\$500 per instance will apply.

3. RESERVATION TERMS

- 3.1. By using our reservation portal (found at: <https://glampinginthewild.mandai.com>) (the “**Reservation Portal**”) or other authorised channels owned and/or operated by any third party (“**Third Party Portal**”), or by relying on information otherwise provided by us, you acknowledge that there may be technical inaccuracies, typographical errors, or mistakes in the information displayed or provided including, but not limited to, the Tent rates, availability, occupancy, or other requirements. We do not assume any responsibility or liability for such inaccuracies, errors, or mistakes, and are not obliged to honour reservations made based on them. We reserve the right to make changes, corrections, cancellations, and/or improvements to the information provided or displayed on the Reservation Portal or through authorised third-party channels at any time and without prior notice, including to confirmed reservations that were made based on such inaccuracies, errors, or mistakes.
- 3.2. All prices for Glamping in the Wild on our Reservation Portal and Third Party Portals are displayed in Singapore Dollars (SGD) and inclusive of prevailing Goods and Services Tax (GST).
- 3.3. To make a successful reservation for Glamping in the Wild (a “**Reservation**”), guests must make a successful and full payment to us after submitting:
 - 3.3.1. a completed booking application through the Reservation Portal;
 - 3.3.2. a completed booking application manually onsite at MWR;
 - 3.3.3. all necessary information required by and through a Third Party Portal; or
 - 3.3.4. all necessary information required by and manually through one of our authorised travel agents (“**Travel Agents**”).
- 3.4. Reservations must be made at least three (3) calendar days before the intended date of stay (subject to availability) for one Campsite, and are accepted on a first-come-first-served basis. Reservations can only be made through our Reservation Portal or Third Party Portal.
- 3.5. Reservations made through our Reservation Portal and directly at the MWR are only confirmed once you have received a confirmation email from us. The confirmation email will be sent to the email address provided in the booking application. Reservations made through Third Party Portals and Travel Agents are only confirmed once you have a received a confirmation email from the relevant Third Party Portal or Travel Agent.
- 3.6. Full payment for a Reservation must be made at the point of reservation and we will not be responsible or liable for any incorrect information submitted by you in the booking application. We reserve the right to cancel your Reservation without prior notice if full payment is not made in accordance with this Clause 3.6.

- 3.7. By providing us with your credit card information, you represent and warrant that you:
- 3.7.1. are legally authorised to use the credit card you have provided;
 - 3.7.2. authorise us to charge you in full for all charges (a) incurred by you and the guests you made a Reservation on behalf of (if applicable) (“**your Guests**”); (b) charged to your account for all products and/or services purchased by you and your Guests; (c) and any damage, loss or injury sustained, incurred or caused by you and your Guests during your stay (including, without limitation, damage to any Tent, Campsite and/or the MWR);
 - 3.7.3. authorise us to charge you in full any prepayment or full payment at the time of submitting your booking application; and
 - 3.7.4. authorise us to charge any cancellation charges, where applicable.
- 3.8. We reserve the right to reject any booking applications or Reservations in our discretion without prior notice, and without having to provide any reason for the rejection. Without prejudice to the foregoing, your booking application or Reservations may be rejected by us in the following scenarios:
- 3.8.1. your non-compliance with any conditions specified at the time of the Reservation;
 - 3.8.2. our inability to process payment for whatsoever reason;
 - 3.8.3. the unavailability of Glamping in the Wild on the date(s) you have selected; or
 - 3.8.4. any errors that have been made on the Reservation Portal or any errors made in connection with your Reservation.
- 3.9. Your Reservation includes the admissions to the relevant park(s), guided tours, and meals, as set out in the relevant Itinerary for the selected Campsite, and for the number of guests confirmed in the Reservation. Meals are prepared without pork or lard.
- 3.10. The Itineraries for Glamping in the Wild are subject to change from time to time at our sole and absolute discretion without prior notice.
- 3.11. A surcharge on the rates for Glamping in the Wild may apply on peak days as designated by us, including but not limited to the eve of Singapore public holidays and Singapore public holidays.
- 3.12. Purchase of optional add-on items during Glamping in the Wild, such as ‘Wine Down’ basket and ‘Wild Supplies’ basket, will be available onsite. Alternatively, you may wish to pre-order the optional add-on items through sales.campfront@mandai.com.
- 3.13. Some programmes in the Itineraries are subject to weather conditions. In the event of wet or bad weather, we reserve the right to replace the programme affected by wet or bad weather with a suitable indoor programme, in our sole and absolute discretion and without prior notice to you.

- 3.14. Please email sales.campfront@mandai.com with an assistance request (an “**Assistance Request**”) at least three (3) calendar days before the check-in date if any guest under your Reservation requires mobility or special assistance, for us to make the necessary arrangements. Any Assistance Request submitted after the specified timeframe is subject to the availability of the requested mobility or special assistance at the time of check-in, and is not guaranteed. We are not liable for any unavailable mobility or special assistance and/or for any additional costs incurred for the use of special assistance facilities that you may require without the necessary prior notification to us at least three (3) calendar days before the check-in date.
- 3.15. Tent assignments within the relevant Campsite will be based on availability at the time of check-in. Requests for a different Tent assignment or location-related requests are subject to availability, at our sole and absolute discretion, and not guaranteed.
- 3.16. Glamping in the Wild operates on a cashless payment system. All transactions, including reservations, purchases, and additional add-ons, must be made via credit card or other electronic payment methods available onsite. We do not accept cash payments under any circumstances.

4. Cancellation / Replacement Policy

- 4.1. All Reservations are strictly non-cancellable and non-refundable. Once payment has been made, you will not be able to cancel your Reservation, and no refunds will be issued under any circumstances, including no-shows or early departures. No changes to the selected Campsite will be allowed.
- 4.2. You may request for a one-time replacement of guest(s) under your Reservation, at least seven (7) calendar days before the check-in date. We will consider and respond to your request within three (3) calendar days before the check-in date and may accept the replacement of guest(s) at our sole and absolute discretion. If your Reservation is made through a Third Party Portal or a Travel Agent, please contact the Third Party Portal or Travel Agent directly for assistance.
- 4.3. For any amendments to your Reservation, such as the dates of your stay, a written request with a valid reason and supporting documents must be made to us not less than seven (7) calendar days prior to the check-in date by way of email to sales.campfront@mandai.com. We reserve the right to review each request made under this Clause 4.3 on a case-by-case basis and in our sole and absolute discretion.
- 4.4. In the event of a no-show by 20:00hrs on the check-in date, your Reservation will be forfeited and there shall be strictly no refunds for your Reservation or any replacement check-in date. We reserve the right to charge you the full amount for your Reservation to the credit card provided to secure the Reservation and/or saved in your account. We will not be liable for any of your losses or expenses incurred due to your failure to comply with these T&Cs.
- 4.5. In the event of a shortened stay or non-utilisation of any part of your Reservation, including but not limited to accommodation, meals, park admission ticket and/or experiences, no transfer, exchange, refund, credit, or extension will be granted.

5. Compliance with Laws, Regulations and Restrictions.

- 5.1. In addition to these T&Cs, all guests must comply with all laws, regulations, guidelines and rules at all times, including our Parks Rules and Conditions found here: <https://www.mandai.com/en/plan-your-visit/parks-rules-conditions.html> and our Park Tickets Terms and Conditions found here: <https://www.mandai.com/en/park-terms.html>.

6. Safety and Security

- 6.1. As the Campsites are located adjacent to the Central Catchment Nature Reserve in Singapore, guests may encounter wildlife during their stay and such wildlife is not within our care or control. All guests are advised to exercise caution, maintain a respectful distance from the wildlife, and follow all safety instructions provided by our employees at all times. We shall not be held responsible for any injury or loss resulting from any wildlife encounters or interactions, or a failure to comply with safety guidelines.
- 6.2. As we endeavour to ensure that all guests have a safe and enjoyable experience at Glamping in the Wild, all guests are responsible for the safety and security of their own belongings/property during Glamping in the Wild. We recommend to keep your baggage light and pack only essential items. Please do not bring any valuable items to Glamping in the Wild.
- 6.3. All guests are responsible for ensuring that their Tents are fully zipped and secured before leaving the Tent area and/or the Campsites. We will not be responsible for any loss or incidents resulting from your failure to zip and/or secure your Tents.
- 6.4. Guests are advised to inspect all equipment and furniture upon check-in and promptly notify our employees of any damage or issues with the equipment and furniture in the Tent. Our onsite employees will be available to assist you.
- 6.5. Guests shall take reasonable care of the property, including its furniture, fittings, and fixtures, and ensure that they are left in the same condition as they were at during check-in.
- 6.6. Guests shall ensure that the Tent is left reasonably clean and tidy and that all rubbish should be disposed into the designated waste disposable bins provided in the Tent and/or at the Campsites.

7. Force Majeure

- 7.1. We will not be liable for any failure to perform or delay in performing our contractual obligations if such failure or delay is caused by reasons of Force Majeure. This includes situations where we are unable to fulfil or must alter your Reservation due to circumstances beyond our control, either prior to or during your stay.

"**Force majeure**" includes but is not limited to natural disasters, government restrictions, pandemics, strikes, or any other circumstances beyond the control of Mandai Wildlife Group that prevent or hinder the performance of the terms of our agreement with you.

8. Personal Data and Privacy Policy

- 8.1. Any personal data (as defined in the Personal Data Protection Act 2012) that you provide to us is 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 T&Cs. For clarity, all personal data provided to us for the purposes of Glamping in the Wild will be used by us for the purposes of administering your stay and participation in Glamping in the Wild only.

9. Disclaimer

- 9.1. Any person who takes part in Glamping in the Wild does so entirely at his/her own risk and shall be deemed to have understood the risks associated with Glamping in the Wild. Mandai Wildlife Group, its employees and/or agents will take all necessary precautions to ensure the safety of all guests 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 any person's participation in Glamping in the Wild 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 your Glamping in the Wild experience.

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