

## **Friends of Mandai Lucky Draw (“Lucky Draw”)** **1 August – 31 August 2026**

### **Mechanics**

To thank members for the continued support of the Friends of Mandai membership programme, we are giving our valued members more reasons to celebrate!

From **1 August to 31 August 2026** (both dates inclusive) (the “**Lucky Draw Period**”), new sign-up, renew or upgrade to the Friends of Mandai Starter membership (the “**FOM Starter Membership**”), Friends of Mandai Premium membership (the “**FOM Premium Membership**”), Friends of Mandai Premium Plus membership (the “**FOM Premium Plus Membership**”) and Friends of Mandai Senior Membership (the “**FOM Senior Membership**”), and stand a chance to win a one night staycation in Mandai Rainforest Resort!

### **How to Participate**

1. The FOM Lucky Draw (the “**Lucky Draw**”) is open to all existing membership (the “**Membership**”) of the following membership tiers (each, a “**Qualifying Membership**”):
  - (a) Friends of Mandai Starter;
  - (b) Friends of Mandai Premium;
  - (c) Friends of Mandai Ultimate;
  - (d) Friends of Mandai;
  - (e) Friends of Mandai Plus; and
  - (f) Friends of Rainforest Wild Adventure WEST.
2. To **renew** your Qualifying Membership, you may choose to renew online through our Membership Portal found at <https://members.mandai.com/login.html>, or onsite at one of our Member Services Centres located at Mandai Wildlife EAST (next to Singapore Zoo entrance) or Mandai Wildlife WEST (next to Bird Paradise entrance) (“**Member Services Centres**”).
3. To **upgrade** your Qualifying Membership, please visit one of our Member Services Centres. The membership fees for the upgrade will vary depending on your existing membership type.
4. Further terms and conditions below apply.

## Lucky Draw Mechanics & Prizes

The Lucky Draw consists of three draws (each, a “**Draw**” and collectively, the “**Draws**”), with the following qualifying periods respectively (each, a “**Qualifying Period**”) over the Lucky Draw Period:

| Draw    | Qualifying Period         | Entry Acknowledgement Date | Draw Date                |
|---------|---------------------------|----------------------------|--------------------------|
| Draw #1 | 1 August – 31 August 2026 | 9 September 2026           | Before 15 September 2026 |

New sign-up, renewal or upgrade to **FOM Starter membership**, **FOM Premium membership**, **FOM Premium Plus membership** and **FOM Senior membership** entitles **one** lucky draw chance.

The prizes offered (each, a “**Prize**” and collectively, the “**Prizes**”) are as follows, with **ten (10) winners** to be selected for the Lucky Draw Period:

- 1<sup>st</sup> to 10<sup>th</sup> Prize** 1. Mandai Rainforest Resort 2D1N Stay in a Family Retreat room (with breakfast included)

Notes:

- Each Stay experience (the “**Experience**”) in respect of each Prize is restricted to the registered members of the Prize winner’s membership, up to a **maximum of two (2) adults and two (2) children and/or teenagers**.
- Further terms and conditions for the Prizes apply.

## Lucky Draw Full Terms & Conditions

- The Lucky Draw is organised by Singapore Zoological Gardens (the “**Mandai Wildlife Group**”) and shall be governed by these terms and conditions (“**Lucky Draw T&Cs**”). Participation in the Lucky Draw constitutes acceptance of these Lucky Draw T&Cs. Any Lucky Draw Entry (as defined below) that is not compliant with these Lucky Draw T&Cs will be deemed invalid.
- The Lucky Draw is open to everyone who is not a director or employee of Mandai Wildlife Group (which shall include its subsidiaries, related companies and affiliates who are engaged in its lines of businesses), or such director’s or employee’s immediate family member. Mandai Wildlife Group reserves the right to determine the persons or any class of persons as being ineligible from time to time.

3. During the Promotion Period 1 – 31 Aug 2026 (both dates inclusive), every successful new sign-up, renewal, or upgrade to a FOM Starter, Premium, Premium Plus, or Senior Membership will receive one (1) lucky draw chance.
4. Eligible memberships must be successfully purchased and fully paid during the Promotion Period.
5. To participate in the Lucky Draw, the following conditions of entry must be met:
  - 5.1. An existing Main Member of a Qualifying Membership must new sign-up or upgrade or renew such Qualifying Membership to the FOM Starter or Premium or Premium Plus or Senior Membership during the Lucky Draw Period.
  - 5.2. The applicable membership fees must be paid and received by Mandai Wildlife Group in full during the Lucky Draw Period.
  - 5.3. The eligible membership must remain valid throughout the Lucky Draw Period and, where applicable, up till the last date of utilisation of the Prize.
6. Once the conditions of entry are met, the Member's Membership ID is automatically entered into the Draw ("**Lucky Draw Entry**") that corresponds to the relevant Qualifying Period. For example, a renewal on 15 August 2026 (being within the Qualifying Period) will result in a Lucky Draw Entry.
7. The Member will receive an acknowledgement of their successful Lucky Draw Entry by way of an email sent to the email address registered under the membership account by the 9<sup>th</sup> day of the following month of the relevant Qualifying Period. The specific month that a Member will receive the notification email depends on the date that the conditions of entry are met.
8. Any Lucky Draw Entries submitted after the Lucky Draw Period will not be considered.
9. Mandai Wildlife Group does not assume any responsibility for any membership new sign-up or upgrade or renewal, or Lucky Draw Entry that is incomplete, incomprehensible, unreadable, ineligible, corrupted, misdirected, lost, delayed, or unable to be submitted due to technical or transmission failures of any kind, or any other reason or any theft, or destruction or unauthorised access to or alteration of any membership upgrade or renewal, or Lucky Draw Entry.
10. The 10 winners will be determined by the Membership IDs that are drawn on the Draw Date. Upon validation of eligible Lucky Draw Entries by Mandai Wildlife Group, the valid Lucky Draw Entries will be entered into a virtual draw system (the "**Draw System**") for drawing.
11. Mandai Wildlife Group reserves the right to verify the validity of the Lucky Draw Entries.
12. The winners will be selected in the order which their valid Lucky Draw Entry is drawn by the Representative through the Draw System.
13. Winners will be notified via email by 16 September 2026, based on the email address registered under the FOM Membership account. The results of the Lucky Draw will also be published on the official website of Mandai Wildlife Group for a minimum period of one (1) months after the respective Draw Date.
14. Prize winners must collect their Prizes at the Member Services Centre at Mandai Wildlife EAST within the collection period stated in the Notification Email. Failure to collect the Prize

within the stated period will result in the Prize being deemed forfeited. Mandai Wildlife Group reserves the right to (a) select and notify an alternative Prize winner in accordance with the same methodology of the Lucky Draw, (b) forfeit the Prize, or (c) donate the Prize to charity. Any Prize winner whose Prize is unclaimed or forfeited in accordance with these Lucky Draw T&Cs shall not be entitled to any payment or compensation.

15. All Prizes must be claimed in the manner and by the date notified by Mandai Wildlife Group, which may be changed at Mandai Wildlife Group's sole discretion without prior notice.
16. Each Prize winner is responsible for paying all additional costs associated with each Prize that is not specifically included, including but not limited to, transport, insurance, spending money and all other incidentals.
17. By accepting a Prize, each Prize winner acknowledges and agrees to these Lucky Draw T&Cs, the relevant Prize Terms and Conditions (as defined below), and for his/her personal data to be collected, used, shared and transferred in accordance with the Full Personal Data Protection Statement below. Failure to comply or refusal to agree with this clause shall result in disqualification and forfeiture of all relevant Prizes, unless otherwise permitted by Mandai Wildlife Group.
18. Each Prize is only valid for a period of six (6) months from the respective Draw Date (i.e., the Experiences must be utilised within the validity period), after which the Prizes shall be deemed unutilised and forfeited, and there shall be strictly no extensions. Mandai Wildlife Group will not entertain any appeals whatsoever.
19. The prizes are non-transferable, non-refundable, non-exchangeable for cash, credit, goods or benefits-in-kind, and non-extendable in validity. There shall be no refund, transfer, exchange or extension for any partially used or unused Prize.
20. Mandai Wildlife Group reserves the right to substitute any prize with another prize of equivalent value without prior notice.
21. Mandai Wildlife Group's decision on all matters relating to the Lucky Draw, including eligibility and the selection of winners, is final and binding. No correspondence or appeals will be entertained.
22. Mandai Wildlife Group reserves the right to disqualify any participating Member found to be in breach of these Lucky Draw T&Cs.
23. Mandai Wildlife Group reserves the right to replace, substitute or change the Prizes in whole (or any of its components), with a substitute prize of similar value without notice. Mandai Wildlife Group shall not be responsible for the quality or any other aspect of the Prizes.
24. Mandai Wildlife Group reserves the right to deny or claw back any Prize awarded to any Prize winner should the Prize winner subsequently be found to be disqualified or ineligible to participate in the Lucky Draw, or in violation of any of the Lucky Draw T&Cs.
25. By participating in the Lucky Draw, Members consent to the use of their names, membership tier, and photographs/videos for publicity and advertising purposes without compensation.
26. Save to the extent permitted by law, the Member participating in the Lucky Draw agrees to indemnify and hold harmless Mandai Wildlife Group and/or Mandai Wildlife Group's subsidiaries, related companies and affiliates who are engaged in its lines of businesses,

directors, officers, employees, agents or contractors (the “**Indemnified Parties**”) from and against all claims, demands, actions, judgments, damages, losses, costs, expenses, penalties and liabilities of any nature which the Promoters and/or the Indemnified Parties may suffer or incur for any death, injury, accidents, loss, or damage caused by any negligence, act or omission arising from or in connection with (a) the Member’s participation in the Lucky Draw, or (b) the use or acceptance of any Prize.

27. In the event of a dispute arising from or in connection with the Lucky Draw, Mandai Wildlife Group’s decision on all matters relating to the Lucky Draw and these Lucky Draw T&Cs is final, conclusive and binding on all participating Members and Prize winners and no correspondence or appeals will be entertained.
28. Mandai Wildlife Group reserves the right to amend, modify or delete any content and information regarding the Lucky Draw on its official website or on related marketing collaterals/materials; to correct any errors in any notified Lucky Draw mechanics, evaluation of the Lucky Draw Entries, or Lucky Draw results and Prize winners at any time, in its sole discretion and without providing any prior notice. Any such changes shall be effective and binding once the official website and/or related marketing collaterals/materials have been updated. Mandai Wildlife Group accepts no liabilities arising from or in connection with these corrections or amendments, including without limitation any liabilities from the change in the winners resulting from the correction.
29. In the event of any inconsistency between these Lucky Draw T&Cs and any other form of publicity collaterals relating to the Lucky Draw, these Lucky Draw T&Cs shall prevail.
30. All decisions made by Mandai Wildlife Group regarding the interpretation and application of these Lucky Draw T&Cs or on all matters relating to the Lucky Draw shall be final and conclusive in each case.

## Prize Terms and Conditions

1. **Prize – Mandai Rainforest Resort 2D1N Stay in a Family Retreat room (with breakfast included)**
  - All Stay Experiences are subject to availability and blackout dates.
  - All Experiences must be utilised within **six (6) months** from the relevant Draw Date of the Prize. Any request for an extension of time to utilise the Prize or any part thereof will not be entertained.
  - Each Experience may only be enjoyed by the registered members of the Prize winner’s Membership, up to a **maximum of two (2) adults and two (2) children and/or teenagers**. For the purposes of the Prizes, an individual of at least 18 years of age shall be deemed an “adult”, while an individual below 18 years old shall be deemed a “child”.
  - Unutilised components of an Experience will be deemed forfeited and cannot be utilised on another day.
  - All individuals enjoying the Experiences shall at all times comply with the Parks Rules and Conditions found at <https://www.mandai.com/en/plan-your-visit/parks-rules->

[conditions.html](#) and the Park Tickets Terms and Conditions found at <https://www.mandai.com/en/park-terms.html>.

- Further terms and conditions apply.

**Full Personal Data Protection Statement:**

Mandai Wildlife Group shall collect, use, disclose and/or process the personal data of the Members participating in the Lucky Draw for the purposes of conducting the Lucky Draw. If the information required by Mandai Wildlife Group was not provided by the participating Member in their Lucky Draw Entry, the Member shall be deemed to be ineligible for and may not participate in the Lucky Draw.

By accepting a Prize, each Prize winner shall be deemed to have consented for Mandai Wildlife Group to use the Prize winner's name for promotional and compliance purposes without any further reference, payment, or compensation to the Prize winner.

The participating Members' information may be used by Mandai Wildlife Group for any and all marketing, publicity and promotion purposes, including to send electronic messages. Participating Members can withdraw this consent at any time. For more information about how Mandai Wildlife Group collects, uses, discloses, processes and/or stores personal data, please refer to the Mandai Wildlife Group Personal Data Protection Policy: <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>.