

## TERMS AND CONDITIONS FOR MANDAI APP HORSE-PICIOUS TRAIL

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 these terms and conditions, “you” and “your” refers to any individuals who takes part in the Mandai App Horse-picious Trail (“**Participant**”), and where the Participant is below the age of eighteen (18) years old, any individual who is the parent or legal guardian of the aforementioned Participant.

By participating in the Mandai App Horse-picious Trail (“**Campaign**”), 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 participate in our Campaign. Where the Participant 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 Campaign

- 1.1. The Campaign runs from 17 February 2026 to 23 February 2026 (“**Campaign Period**”) at the Singapore Zoological Gardens (“**SZG**”), River Wonders (“**RW**”) and Night Safari (“**NS**”), located at 80 Mandai Lake Road, Singapore 729826, and Bird Paradise (“**BP**”) and Rainforest Wild ASIA (“**RFW**”), located at 20 Mandai Lake Rd, Singapore 729825 (each a “**Park**”, and collectively, the “**Parks**”).
- 1.2. The Campaign is designed to engage Participants during the Lunar New Year (“**LNY**”) period where Participants complete the Campaign digital trail on the [Mandai App] (“**MA**”) by exploring a Park and unlocking clues about the mysterious animal of that Park (the “**Tasks**”). Subject to the Terms and Conditions, Participants that complete the Tasks for a Park shall be entitled to redeem one gift (“**Gift**”) during the Campaign Period.
- 1.3. To take part in the Campaign, Participants must:
  - 1.3.1. Use the MA on their mobile device, which may be downloaded at the [Apple App Store](#) or the [Google Play Store](#). You shall comply with the terms of use of the MA which is found under the “More” icon on the MA.
  - 1.3.2. Be located within a Park and enable the location function for the MA on your mobile device.
  - 1.3.3. Tap on the Campaign icon located on the homepage on the MA and follow the on-screen instructions to complete the Tasks for a Park. The Tasks for a Park are completed when you have unlocked the mysterious animal for that Park.
- 1.4. For the avoidance of doubt, the Gift must be redeemed within the Campaign Period.
- 1.5. You acknowledge and agree that the Campaign 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**”.
- 1.6. We may, at any time, and in our sole and absolute discretion, for any reasons and without prior notice to you, postpone, vary, cancel, suspend, interrupt or terminate the Campaign or the redemption of the Gift and all activities in connection with the Campaign or the redemption of the Gift, and there shall be no compensation whatsoever in connection with the foregoing.

### 2. Gift Redemption

- 2.1. By completing the Tasks for a Park you are entitled to redeem one Gift. The Gift will be determined by us in our sole and absolute discretion.
- 2.2. The Gift can only be redeemed at any of the following redemption booths (“**Redemption Booth**”) and at the timings (“**Gift Redemption Timing**”) stated below during the Campaign Period if you have completed the Tasks for a Park in accordance with Clause 1.2. to 1.4.:
  - 2.2.1. Redemption Booth located near the entrance of SZG from 8:30am to 7pm;
  - 2.2.2. Redemption Booth located near the entrance/exit of NS from 7:15pm to 12am;
  - 2.2.3. Redemption Booth located next to Unpackt from 9am to 6pm.

The location of the Redemption Booths may be changed in our sole and absolute discretion without prior notice to you.
- 2.3. After you have completed the Tasks for a Park, tap on the “View Reward” icon on the mysterious animal page of the MA and present the Gift redemption page on the MA to our Personnel (as hereinafter defined) manning a Redemption Booth who will enter the redemption pin on the MA to redeem your Gift. Notwithstanding the foregoing, our Personnel shall determine, in their sole and absolute discretion, whether you have completed the Tasks for that Park in accordance with Clause 1.2. to 1.4. above. “**Personnel**” means any of our employees, officers and/or agents who are involved in the operation of the Campaign.
- 2.4. There are limited quantities of Gifts available for redemption on each day during the Campaign Period, and the redemption of the Gift is subject to a first-come-first-serve basis while stocks last. The quantity of the Gifts available for redemption on any given day during the Campaign Period shall be determined by us in our sole and absolute discretion.
- 2.5. We reserve the right to:
  - 2.5.1. refuse to process the redemption in the event that the Gifts are no longer available for redemption on any given day;
  - 2.5.2. 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;
  - 2.5.3. refuse to process any redemption in the event that redemption is requested outside of the Gift Redemption Timing; and/or
  - 2.5.4. refuse to process the redemption if you behave in a disorderly manner or fail to abide by the instructions of our Personnel.
- 2.6. All Gifts cannot be returned and/or exchanged for cash or in kind. You are required to check the condition of the Gift upon redemption and under no circumstances can the Gift be returned or replaced after redemption.

### **3. Personal Data**

- 3.1. 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/about-mandai/our-policies/data-protection.html>), which is incorporated by reference into these Terms and Conditions.

### **4. Other General Terms**

- 4.1. Whilst reasonable precautions will be taken by us to ensure safety when participating in the Campaign, you acknowledge that participating in the Campaign may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, takes part in the Campaign 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.

- 4.2. By participating in the Campaign, 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 Campaign, and/or any breach or purported breach of the Terms and Conditions and/or any applicable laws.
- 4.3. We reserve the right to remove you from our Parks or to exclude you from participating in the Campaign (or any part thereof) 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.
- 4.4. 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 Mandai Wildlife Reserve 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.
- 4.5. When participating in the Campaign, 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 Campaign 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.
- 4.6. 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.
- 4.7. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Campaign, in the event of inconsistency.
- 4.8. 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.