

## **Wildlife Retreat Programme**

### **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 accommodation 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 the seasonal Tent Retreat at River Wonders (“RWTR”), or referred to as the “Wildlife Retreat” programmes.

#### **1. Participation Terms**

- 1.1 Pre-registration is required for all Participants to join Wildlife Retreat programme, as stipulated in paragraphs 2.4, 2.10 and 3.2.
- 1.2 The Wildlife Retreat programme is an overnight stay with minimal set-up, relaxing itinerary, as stipulated in paragraph 2.9.
- 1.3 Each tent lot is for a base occupancy of two (2) registered persons, with optional add-ons of up to three (3) persons and a tent rental.
- 1.4 The maximum capacity is limited to five (5) registered persons per tent lot and during programme commencement, they must be at the minimum age of 5 years old by date of birth.
- 1.5 Participants are required to follow the tent restrictions:
  - (i) A tent is mandatory on each tent lot which Participant(s) will self-pitch it;
  - (ii) Participant has the options to bring one (1) personal free-standing tent or rent a free-standing tent during the online booking;
  - (iii) Tent size should not exceed width 210cm x length 300cm;
  - (iv) All personal items and free-standing tent must be placed within the allocated boundary of 300cm x 300cm;
  - (v) Tents exceeding the allocated boundary will require Participants to rent a tent on-site at a fee and
  - (vi) Cooking or open fires is not permitted.
- 1.6 Each Wildlife Retreat tent must fulfil Adult-Child supervisory ratio for aged 20 and below. Child(ren) must always be accompanied by a registered adult participant of at least 21 years old. A maximum of four (4) children to one (1) registered adult. There must be at least one (1) registered adult staying in each tent.

- 1.7 The total capacity per session at the tent site can set up a maximum of ten (10) tent lots and accommodate up to a maximum fifty (50) participants. The wildlife facilitators will manage the programme, with a ratio of 1 facilitator to a maximum of twenty (20) participants.
- 1.8 The itinerary of Wildlife Retreat programme is fixed and cannot be altered or amended to any guest's request.

## **2. Booking / Reservation Terms**

- 2.1 The Wildlife Retreat Programme is only available at River Wonders to book and purchase.
- 2.2 To book Wildlife Retreat, 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.
- 2.3 Bookings for the Wildlife Retreat 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 one (1) tent lot with optional add-ons. Each tent lot may only be booked for a Period of Stay of one (1) night of a specific programme and the location of tent lot assignment is according to the serial order of confirmed bookings.
- 2.4 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 guests and the selected date of stay) is essential as it enables MWG to provide the Wildlife Retreat Experience.
- 2.5 MWG will not be held liable for any incorrect information submitted in the booking application.
- 2.6 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.
- 2.7 An email reminder will be sent to your registered email address, together with packing list, programme itinerary and food menu, one (1) week before your confirmed date of stay.
- 2.8 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 Wildlife Retreat Event on the dates selected; or
- (d) any errors that have been made on the Portal or any errors made in connection with your booking.

- 2.9 The published standard package rate includes park admission to River Wonders & meals for two (2) persons (no pork and no lard), a tent lot, one (1) 6R photo memento, a front of house ("FOH") guided exhibit, free & easy river exploration, as stated in the Wildlife Retreat programme itinerary on the respective website.
- 2.10 Purchase of optional add-ons for third (3<sup>rd</sup>) to fifth (5<sup>th</sup>) participant at per person rate for admission, meals & guided tour will be available during online booking. If your booking is confirmed and it is more than fourteen (14) days' notice period before the start of your confirmed date of stay, you may quote your booking code and request through Experience Reservations at [xp.res@mandai.com](mailto:xp.res@mandai.com) during office hours Monday to Friday 8:30am to 6pm except Public Holidays. A payment link and separate confirmation email of the add-ons will be sent to your registered email address.
- 2.11 Purchase of optional add-ons for tent rental item will be available during online booking. In the event you did not bring your personal tent on the day of stay or your personal tent size is beyond the allocated boundary, you may request to rent from the staff onsite during check-in. A credit card payment will be collected onsite and only a transaction slip of the add-ons will be issued. Please request a transaction slip on the spot if you did not receive from staff.
- 2.12 Participants who prefer watching presentation during free & easy exploration, are required to book presentation seats online in advance for River Wonders, on first-come-first-served basis. Booking portal opens two (2) hours before presentation time (11:30am, 2:30pm & 4:30pm), as indicated on <https://www.mandai.com/en/book-presentation-seats.html>.
- 2.13 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.
- 2.14 Some programmes are weather permitting. In the event of wet weather, MWG reserves the right to replace the affected outdoor programme with an indoor programme deemed suitable per staff's own discretion.
- 2.15 While MWG will endeavour to have all dates of stays to be commenced for the Wildlife Retreat Experience, however a minimum number of five (5) registered tent lots is required for commencement of each overnight stay. We will offer alternative dates if your preferred date is not available, and we seek your kind understanding.

### **3. Cancellation / Replacement 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 You may request for a one-time replacement of participant(s) for the confirmed date of stay, at least fourteen (14) working days before the start of your confirmed date of stay. MWG may accept the replacement of participants at its sole and absolute discretion.
- 3.3 Any amendments to your confirmed date of stay, a written request must be made not less than one (1) working day from the confirmed date of stay. A written request with valid reason must be submitted to Experience Reservations at [xp.res@mandai.com](mailto:xp.res@mandai.com). MWG reserves the right to review each request through a case-by-case basis; and an additional administration fee of S\$50 will be charged for any approved amendments at our sole and absolute discretion.
- 3.4 If a participant chooses to leave the group or activity during the Wildlife Retreat programme, no refund, extension or transfer will be offered.
- 3.5 In the case of no-show on the check-in date, the booking will be forfeited and there shall be strictly no refund or replacement of date. 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. Participants shall comply with, in addition to these Terms & Conditions, all laws, regulations, rules and guidelines of MWG that are applicable to the Wildlife Retreat Experience and Park Admission at <https://www.mandai.com/en/parks-rules-conditions.html>.

### **5. Safety and Security**

- 5.1. While MWG will endeavour to ensure that all Participants have a safe and enjoyable Wildlife Retreat Experience, all Participants should be responsible for the safety and security of their own belongings/property during the period of stay. Our recommendation is to pack essential items, do not bring valuable items and keep your baggage light.

- 5.2. Participants should conduct checks on rented tent upon collection if any, and inform the staff immediately of any damage discovered or if you are having issues with any free-standing tent set up. Our staff onsite will assist you.
- 5.3. Participants shall keep the rented tent in a good working condition as they were at the commencement of programme (fair wear and tear excepted).
- 5.4. Participants shall ensure that the accommodation is left reasonably clean and tidy.

## **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 All Participants who take part in the Programme do so entirely at his/her own risk, shall be deemed to have understood the risks associated with the Programme. MWG, its employees and/or authorised agents will take necessary precautions to ensure the safety of the Participant provided that, to the extent permitted by law, MWG shall not be held responsible for any loss, damage, personal injury or loss of life sustained or arising out of his/her participation in the Programme unless the same is due to the negligence of MWG, its employees and/or authorised agents. MWG shall, in any circumstance and in its sole and absolute discretion, provide such immediate first aid and/or medical treatment to the Participant as it shall deem reasonable, and at its expense. Any such immediate first aid and/or medical treatment rendered to the Participant shall not be taken as an admission of liability on the part of MWG, its employees and/or authorised agents in any way for any personal injury howsoever sustained or arising. MWG, its employees and/or authorised agents shall, under no circumstance, be liable for any loss and/or damage to the Participant’s personal property throughout the duration of the Programme.