

TERMS AND CONDITIONS FOR HAPPY ZOOBILEE TRAIL BOOKLET

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 this terms and conditions, “you” and “your” refers to any individuals who visits the Singapore Zoological Gardens (“Guest”), and where the Guest is below the age of eighteen (18) years old, any individual who is the parent or legal guardian of the aforementioned Guest.

By collecting the Trail Booklet, 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 collect the Trail Booklet. Where the Guest 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 Event

- 1.1. The ART-ZOO Happy ZOOobilee event (“Event”) runs from 22 May 2023 to 27 August 2023. (“Event Period”).
- 1.2. The Event is an outdoor trail and event located within the premises of the Singapore Zoological Gardens at 80 Mandai Lake Road, Singapore 729826 (“Premises”). The Event features a unique trail featuring inflatable art sculptures and installations (“Inflatables”), the Happy ZOOobilee inflatable art playground and interactive trail stations (“Trail Stations”) for you to learn more about Singapore Zoological Gardens’ star animals - Ah Meng the Sumatran Orangutan and other animals (hereinafter referred to as “Star Animal”).
- 1.3. As part of the Event, a copy of the Happy ZOOobilee trail booklet (“Trail Booklet”) may be collected, subject to these Terms and Conditions. The Trail Booklet presents the opportunity to learn and discover more about each Star Animal, Singapore Zoological Garden’s efforts in animal conservation for each Star Animal, and what can be done by you to support and protect wildlife at each of our Trail Stations. Upon the completion of the Trail Booklet and subject to these Terms and Conditions, you can exchange the completed Trail Booklet for a limited edition Happy ZOOobilee pin (“Pin”).
- 1.4. We may, at any time, and in our sole and absolute discretion, for any reasons and without prior notice to you, postpone, cancel, suspend, interrupt or terminate the collection of the Trail Booklet and all activities in connection with the Trail Booklet and the exchanging of the completed Trail Booklet for the Pin, and there shall be no compensation whatsoever in connection with the foregoing.

2. Qualifying Guests

- 2.1. The Trail Booklet is only applicable to Guests who are between ages three (3) years old to twelve (12) years old. As the Guests are below the age of eighteen (18) years old, the Trail Booklet can only be collected by the Guests’ parent or legal guardian on behalf of the

aforementioned Guest, the aforementioned Guest shall be present with his/her parent or legal guardian at the Collection Point (as hereinafter defined) for verification.

3. Collection of a Trial Booklet
 - 3.1. The Trial Booklet can only be collected at the boat dock near the Babirusa exhibit within the Premises (“Collection Point”) at the following timings on each day of the Event Period:
 - 3.1.1. from 10 a.m. to 12:30 p.m.; and
 - 3.1.2. from 1:30 p.m. to 4.30 p.m.
 - 3.2. You can collect one (1) Trail Booklet at no cost as long as you present:
 - 3.2.1. one (1) valid Singapore Zoological Gardens child admission ticket at the Collection Point;
 - 3.2.2. one (1) valid complimentary Singapore Zoological Gardens admission ticket at the Collection Point;
 - 3.2.3. one (1) valid Adopter, Association of Singapore Attractions, Public and Community Member, Volunteer, Staff or Family of Staff of MWG at the Collection Point; or
 - 3.2.4. one (1) valid Friends of Wildlife membership card or one (1) valid Friends of Wildlife Plus membership card at the Collection Point.
 - 3.3. There are limited quantities of Trial Booklets available for collection on each day of the Event Period, and the distribution of the Trial Booklets is subject to a first-come-first-serve basis while stocks last. The quantity of Trial Booklets available for collection on any given day shall be determined solely by us.
 - 3.4. The Trail Booklet is not transferable, refundable, exchangeable for cash or in kind and will not be replaced if lost, damaged, defaced, stolen and/or voided.
4. Completing a Trail Booklet
 - 4.1. **The Trail Booklet shall be completed in accordance with the instructions (“Instructions”) as specified within the Trail Booklet on the same day that the Trail Booklet is issued (hereinafter referred to as a “Completed Trail Booklet”). An incomplete Trail Booklet cannot be exchanged for a Pin.**
 - 4.2. All activities undertaken in connection with completing the Trail Booklet (“Activities”) shall be in accordance with the Instructions. You acknowledge that the Activities may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, takes part in the Activities 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 at its 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.

5. Pin Redemption

- 5.1. Each Completed Trail Booklet entitles you to redeem only one (1) Pin. The Pin can only be redeemed at our counter at the Pavilion by the Lake within the Premises, from 10 a.m. to 5 p.m, on each day of the Event Period ("Pin Exchange Timing").
- 5.2. There are limited quantities of Pins available for redemption on each day in the Event Period, and the redemption of the Pins is subject to a first-come-first-serve basis while stocks last. The quantity of Pins available for redemption on any given day shall be determined solely by us.
- 5.3. We reserve the right to:
 - 5.3.1. refuse to process the redemption in the event that the Pins are no longer available for redemption on any given day;
 - 5.3.2. substitute the Pin with any other item at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you;
 - 5.3.3. reject any Trail Booklet that was not completed in accordance with the Instructions;
 - 5.3.4. reject any incomplete, defaced or damaged Trail Booklet presented for redemption at our counter;
 - 5.3.5. refuse to process any redemption in the event that redemption is requested outside of the Pin Exchange Timing; and/or
 - 5.3.6. reject any Completed Trail Booklet presented for redemption at our counter in the event that the day on which the Trail Booklet was completed differs from the date of redemption;
- 5.4. All Pins cannot be returned and/or exchanged for cash or in kind. You are required to check the condition of the Pin upon redemption and under no circumstances can the Pin be returned or replaced after redemption.

6. Personal Data

- 6.1. 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 Data Protection Policy (available at <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>, which is incorporated by reference into these Terms and Conditions.

7. Other General Terms

- 7.1. You shall comply with the terms and conditions relating to conduct in the Parks found at <https://www.mandai.com/en/saving-wildlife/our-policies/terms-and-conditions.html>.
- 7.2. You acknowledge and accept **MWG's indemnity and waiver of liability policy** which may be found at <https://www.mandai.com/en/saving-wildlife/our-policies/terms-and-conditions.html>.

- 7.3. By collecting the Trail Booklet, undertaking any Activities or exchanging the completed Trail Booklet for the Pin, 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 foregoing, and/or any breach or purported breach of the Terms and Conditions and/or any applicable laws.
- 7.4. We reserve the right to, in our sole and absolute discretion, exclude any Guest from collecting the Trail Booklet, undertaking any Activities and/or exchanging the completed Trail Booklet for the Pin without prior notice to you or providing any reason to you.
- 7.5. 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.
- 7.6. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Trail Booklet, in the event of inconsistency.
- 7.7. 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.

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By participating in our ART-ZOO Happy ZOOBILEE event (“Event”), 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 Event. Where the Guest 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 Event

- 1.1. The Event runs from 22 May 2023 to 27 August 2023, (“Event Period”). The Event is an outdoor trail and event located within the premises of the Singapore Zoological Gardens at 80 Mandai Lake Road, Singapore 729826 (“Premises”). The Event features a unique trail featuring inflatable art sculptures and installations (“Inflatables”) and the Happy ZOOBILEE inflatable art playground located at Pavilion by the Lake (“Playground”) and interactive trail stations for you to learn more about Singapore Zoological Gardens’ star animals - Ah Meng the Sumatran Orangutan and other animals (hereinafter referred to as “Star Animal”).
- 1.2. We may, at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you:
 - 1.2.1. postpone, cancel, suspend, interrupt or terminate the Event (including access to the Playground) in any event including in the event of wet weather, lightning warning or if the PSI reaches 301 and above on any given day during the Event Period;
 - 1.2.2. vary, add, cancel or substitute any aspects of the Event; and/or
 - 1.2.3. vary the Event Period or Premises.
- 1.3. There will be no compensation whatsoever for any delay, suspension or cancellation of the Event (including access to the Playground) during the Event Period.

2. Access to the Playground

- 2.1. The Playground is only available during the Event Period from 10am to 6pm and it can hold up to ten (10) Guests at any time.
- 2.2. You shall queue up in an orderly manner, abide by the instructions of, and adhere to the crowd management measures imposed by, our Personnel when entering into the Playground. “Personnel” means any person who is involved in the operation of the Event (including, without limitation, police, auxiliary police and/or security officers providing security arrangements for the Event and our employees, officers and agents).

- 2.3. To ensure the safety of our Guests, the following Guests are not permitted in the Playground:
 - 2.3.1. Guests with heart conditions or abnormal blood pressure;
 - 2.3.2. Guests in wheelchairs;
 - 2.3.3. Guests who are expectant mothers;
 - 2.3.4. Guests with back and/or neck disorders; and
 - 2.3.5. Guests with impaired physical health.
- 2.4. For Guest below the age of seven (7) years old, they must be accompanied by their parent or legal guardian on the Playground.
- 2.5. You can only spend a maximum of five (5) minutes in the Playground and you shall exit the Playground promptly when notified by our Personnel. Should you wish to spend more time in the Playground, you are required to exit the Playground and re-enter again. You will be required to re-join the queue to re-enter into the Playground again.
- 2.6. You must remove your shoes and empty your pockets before entering the Playground.
- 2.7. You shall be solely responsible for your personal belongings and/or personal equipment.
- 2.8. You must comply with any and all rules pertaining to the Playground (including but not limited to **any signages placed at or around the Playground**) and follow our Personnel's instructions at all times.
- 2.9. You are not allowed to:
 - 2.9.1. climb any walls or barriers within the Playground, and/or onto the Inflatables; E&PO511: added this to mention guests are not allowed to climb onto the inflatable.
 - 2.9.2. touch any installations within the Playground and/or any Inflatables;
 - 2.9.3. bring sharp, loose, bulky or dangerous objects into the Playground; and/or
 - 2.9.4. bring food and/or beverages into the Playground.
- 2.10. We reserve the right to conduct checks on you to ensure that no dangerous items are brought into the Playground prior to granting you entry into the Playground.
- 2.11. We reserve the right to:
 - 2.11.1. deny you entry into the Playground for any reason;
 - 2.11.2. stop any horseplay; and/or
 - 2.11.3. remove you from the Playground if you are uncooperative or if your 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.
- 2.12. For the avoidance of doubt, you are only permitted to enter into the Playground and not any other Inflatables at the Event.

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 Data Protection Policy (available at <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>, which is incorporated by reference into these Terms and Conditions.

4. Other General Terms

- 4.1. You warrant that you shall not cause any damages to the Premises, the Inflatables and the Playground.
- 4.2. Whilst reasonable precautions will be taken by us to ensure safety at the Event, you acknowledge that participating in the Event may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, takes part in the Event 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.
- 4.3. By participating in the Event, 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 Event, and/or any breach or purported breach of the Terms and Conditions and/or any applicable laws.
- 4.4. We reserve the right to remove you from our Premises or to exclude you from participating in the Event (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
- 4.5. You shall comply with the terms and conditions relating to conduct in the Parks found at <https://www.mandai.com/en/saving-wildlife/our-policies/terms-and-conditions.html>.
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- 4.8. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Event, in the event of inconsistency.

4.9. 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.