

# CHANGI REWARDS PROGRAMME TERMS AND CONDITIONS

## 1. Participation in the Changi Rewards Loyalty Programme

1.1. “**Programme**” refers to Changi Rewards, a customer loyalty programme owned and administered by Changi Airport Group (Singapore) Pte. Ltd. (Registration Number 200910817N), a company incorporated in Singapore under the Companies Act (Cap. 50) (“**CAG**”).

1.2. “**Programme Year**” means the period commencing on (and including) 1 April of a calendar year and ending on (and including) 31 March of the following calendar year.

1.3. “**Changi Rewards Card**”: Each card carries a unique number. It is the responsibility of the member to ensure that the card is fully registered by providing the information as required to register for the Programme at [www.changirewards.com/register](http://www.changirewards.com/register) and ensure that the information submitted is accurate, current and complete. Upon registration you will be able to redeem your points and access your account online at [www.changirewards.com/login.aspx](http://www.changirewards.com/login.aspx).

1.4. Use of the Changi Rewards Card constitutes your consent to be bound by the Programme’s Terms and Conditions (the “**Terms and Conditions**”).

1.5. CAG reserves the right to terminate or amend the Programme at any time at its sole discretion.

1.6. Subject to paragraph 1.7. below, the Programme is open to all persons for free enrolment except front-line employees of appointed agencies and retail and F&B tenants in Changi Airport who are directly involved in the Programme as determined by CAG, and their immediate family members. Immediate family members refer to spouse, children, parents, parents-in-law and siblings. Applicants must be 16 years and above at the point of card application.

1.7. The Programme is only limited to individual membership, and each individual is entitled to only one Changi Rewards membership account. No corporations, trusts, partnerships or other legal entities can be enrolled as members of the Programme. We reserve the right to close your Changi Rewards account automatically if (i) no Changi Rewards points are credited or redeemed for a continuous period of five (5) years, or (ii) you are found to have more than one Changi Rewards card registered in your name, or (iii) as result of our investigations we believe that the account is not being operated in accordance with the Terms and Conditions, or (iv) registration of the Changi Rewards Card is not completed within a period of two (2) years from the first transaction on the card, following which the Changi Rewards Card will be deemed an unregistered card and any and all earned Changi Rewards points will be automatically forfeited.

1.8. We may, as a discretionary gesture of goodwill, merge up to two Changi Rewards cards if you are able to send to the Changi Rewards team through the [Contact Us](#) web-form all relevant card and transaction information for verification purposes, provided that you may only submit a maximum of three (3) merge requests per membership year, and provided that only one of the card is registered to an existing member. All merge requests will be processed at a fee of 50 Changi Rewards points. In respect of merge requests submitted in circumstances where subsection (1g.ii)

applies, such request(s) must be submitted in writing to through the [Contact Us](#) web-form, with details of the two (2) cards, that are not more than one (1) month old as at the last transaction date of any one of the card, when we receive this request. Merge requests will take six (6) to eight (8) weeks processing time and no urgent request will be entertained. We reserve the right at our sole discretion to decline to merge cards in this manner if we have reasonable grounds to believe that one or more of the cards being submitted is either fraudulent or not in compliance with these Terms and Conditions. In all circumstances, our decision shall be final.

1.9. Only a holder of the Changi Rewards Card issued by CAG (the "**Cardholder**") or Changi Rewards e-Card may participate in the Programme.

1.10. If any Cardholder terminates his/her Changi Rewards membership at any time, for any reason, all unused Changi Rewards points shall automatically be cancelled immediately and no longer be available for use by the Cardholder.

1.11. CAG may notify Cardholders of change(s) in the Terms and Conditions by publishing such changes via the website, email or by such other means of communication as CAG may determine in its absolute discretion, from time to time. Any changes in the Terms and Conditions shall be effective from such date as determined and notified to Cardholders by CAG from time to time.

1.12. Subject to compliance with all applicable laws and regulations, CAG may disclose information regarding any Cardholder to any third party under a duty of confidentiality for the purposes of operating the Programme or any promotion hereunder.

1.13. CAG's decision on all matters and disputes concerning the Programme shall be final and binding on all Cardholders.

1.14. CAG shall have the absolute discretion to use agents, contractors or correspondents to administer and/or implement the Programme and CAG shall not be liable to any Cardholder or person for any act, omission or neglect on the part of such agents, contractors or correspondents.

1.15. All Changi Rewards Points have no monetary value and can only be purchased, earned, redeemed or utilised in accordance with these Terms and Conditions. Any other use, including but not limited to the sale, trade, transfer or exchange of Changi Reward points may result in the forfeiture of the points in question, cancellation of rewards or immediate termination of membership without prejudice to any rights or remedies available to CAG at law or in contract.

1.16. CAG reserves the right to terminate the membership of any Cardholder at any time at its sole discretion without compensation or. Membership shall end automatically upon the death of the relevant Cardholder and all unredeemed Changi Rewards Points shall be forfeited.

1.17. By registering for this Programme, you consent to CAG communicating to you the benefits and entitlements of your membership via the email address and mobile number registered to your membership account ("**Membership Updates**"). If you opted in to "receive exclusive deals, offers, promotions and events from Changi Rewards", you also consent to receiving communications informing you about exclusive deals, promotional offers and events invitations, via the email

address and mobile number registered to your membership account ("**Membership Offers**"). You may unsubscribe from Membership Offers anytime by updating your subscription preferences in your Changi Rewards account or clicking on the "Unsubscribe" link at the footer of any Membership Offers. Please note that you will continue to receive necessary transactional and service announcements (e.g. account statements and amendments to the Terms and Conditions) and Membership Updates even if you have opted out of Membership Offers. If you write in to CAG to withdraw your consent to Membership Updates, CAG will not be liable to you if you are not notified of your Programme benefits and entitlements.

## **2. OneChangi ID**

**NOTE:** From 31 October 2018, all existing and new Changi Rewards Members are required to have a OneChangi ID before they may access their membership portal and redeem Changi Rewards Points.

### **2.1. Definitions and interpretation**

2.1.1. "**Account**" means a relationship that is established between a User and CAG's network or online services. User accounts are assigned a Username. Passwords are mandatory for registrations and subscriptions to CAG's online services;

2.1.2. "**User**" means any person who has been permitted by CAG to have access and use the Account Service upon the terms and conditions of the Contract or who has been provided with a Login ID, password, and/or digital signature or other identification or verification information by CAG from time to time for access and/or use of the Account Services

2.1.3. "**Account Service**" means the whole or part of the structured electronic system of CAG hosted by CAG via the internet on the Website which facilitates the login and access or use of CAG websites, as upgraded or modified by CAG from time to time;

2.1.4. "**Contract**" means a contract made or to be made between the Parties for the provision of the Account Service by CAG upon these terms and conditions and such other terms and conditions as may be agreed to by the Parties in writing;

2.1.5. "**Parties**" means both CAG and the User and "Party" means either of them; and

2.1.6. "**Authentication Method**" means any or any combination of Login ID, password, and/or digital signature or other methods stipulated by CAG from time to time for access and/or use by the User of the Account.

### **2.2. General**

Access to the OneChangi Account Service is granted by CAG. By accessing and using this service, you signify that you have read and you agree to all of these conditions and notices. If you do not agree with any of these conditions, please discontinue access immediately. CAG shall be entitled at any time to deactivate or revoke any password, and/or Login IDs issued to the User

### **2.3. Access and use of the Account Service**

The User shall be solely responsible for protecting the confidentiality of the Login ID, password, digital signature and/or other Authentication Method which may be provided to the User for access of the Account Service, and shall not share these with, or transfer them to any third parties and shall immediately notify CAG of any unauthorised use of the same.

### **2.4. Integrity and security of the Account Service**

Any losses incurred or sustained by the User in transmitting personal Information shall be borne solely and exclusively by the User and in no event shall any such losses in whole or in part be borne by CAG. If the User is using a public computer, the User shall ensure that he/she signs out from the Account once he/she has completed his/her use of the Account Service.

### **2.5. Representations and warranties**

Customer represents and warrants at all times that:

2.5.1. All information given and to be given by the User to CAG through the Account Service from time to time are true and accurate;

2.5.2. Any material, data or information submitted by the User through the Account Service does not contain any electronic virus or other similar malicious electronic code; and

2.5.3. The User's use of the Account Service does not and will not contravene any law, rule, regulation, judgment, decree, permit, authorisation, policy or directive (in each case, whether or not having the force of law) which is binding on or otherwise applicable to the User or to which it is subject.

The Account Service is provided on an 'as is' basis and CAG makes no representations or warranties of any kind with respect to the Account Service and disclaims all such representations and warranties. In addition, CAG makes no representations or warranties about the accuracy, completeness, reliability, timeliness, non-infringement, title, or suitability for any purpose of all information and content made available on or through the Account Service.

### **2.6. Notices**

2.6.1. To Customer: Unless otherwise expressly provided herein or under the Contract, any notice to be given by CAG to the User under these terms and conditions or the Contract shall be deemed to have been served on the User if the notice is sent by email to the email address provided by the User in his/her application for the use of the Account Service or such other latest email address as may be specified in writing by the User to CAG. The User shall immediately notify CAG of any change in his/her email address.

2.6.2. To CAG: Unless otherwise expressly provided herein or under the Contract or unless otherwise specified by CAG, any notice which the User is required to give to CAG under the

Contract shall only be deemed to have been served on CAG if the notice is sent by email, to “[enquiry@changiairport.com](mailto:enquiry@changiairport.com)” (Attention: Corporate & Marketing Communications (Digital Marketing)) or to such other email address or means as may be notified by CAG on its websites from time to time.

## **2.7. Liability**

The User acknowledges and agrees that:

2.7.1. CAG is not responsible and shall not be liable for any hyperlink to any other website and any reference to any website, entity, product or service is not an endorsement or verification by CAG of such website, entity, product or service, or responsible for the content of any of the foregoing; and

2.7.2. CAG shall not be liable in any way for any damages, losses, costs, expenses, liabilities or compensation, whether direct or indirect, which arise from or are in connection with the access and use of the Account Service by the User or any breach of security, delay, corruption or destruction of data or systems (including not limited to those caused by any virus or other malicious code), transmission error, inaccessibility (whether in connection with upgrading or modification of the Account Service, failure or insufficiency of the technical facilities or otherwise of the User) of the Account Service or any part thereof, whether due to the negligence of CAG or its officers, employees, agents, contractors or otherwise.

## **2.8. Intellectual property rights**

Any use of materials on the Account Service and CAG websites, (including alteration, modification, distribution or republication) without CAG’s prior written consent is prohibited.

## **2.9. Exclusion of Liability**

In no event shall CAG or any of its affiliates or subsidiaries be liable for any damages whatsoever, including but not limited to any direct, indirect, special, consequential, punitive or incidental damages, or damages for loss of use, profits, data or other intangibles, or the cost of procurement of substitute goods or services arising out of or related to the use, inability to use, unauthorised use, performance or non-performance or reliance upon this service even if CAG has been advised previously of the possibility of such damages and whether or not such damages arise in contract, tort, equity or at law.

## **2.10. Feedback**

All feedback given to CAG including questions, comments, suggestions or the like regarding or in response to the content of this Account Service or any other CAG Website shall be deemed to be non-confidential. CAG shall be free to use, for any purpose, any ideas, concepts, techniques or know-how contained in such feedback. CAG shall not be subject to any obligation with respect to such feedback and shall be free to reproduce, use, disclose and distribute to others without limitation.

## **2.11. Alteration of Terms of Use**

CAG reserves the right to revise these Conditions of Access at any time without notice and the User hereby agrees to be bound by such change.

## **2.12. Entire Agreement**

These Conditions of Access constitute the entire agreement between the User and CAG and the User agrees that any and all prior and contemporaneous agreement relating to the User's access and use of this Account Service or any other CAG Website are superseded.

## **2.13. Severance of Terms**

If any provision of these Conditions of Access is determined to be invalid or unenforceable, then such invalidity or unenforceability shall not have any effect on any other provision of these Conditions of Access, all of which shall remain valid and enforceable.

## **2.14. Governing Law and Jurisdiction**

These Conditions of Access are governed by and shall be interpreted in accordance with the laws of the Republic of Singapore. The User hereby irrevocably submits to the non-exclusive jurisdiction of the courts of the Republic of Singapore.

## **3. General Use of Card**

3.1. The Changi Rewards Card is non-transferable and the use thereof is solely restricted to the person to whom and in whose name the Card is issued to and for use strictly with the Changi Rewards Programme only.

3.2. Each Cardholder shall at all times hold one Changi Rewards Card only.

3.3. All Cardholders are encouraged to register your Changi Rewards Card by visiting our website at <https://rewards.changiairport.com/signup.html> as that will provide you with extra security in the event your Changi Rewards Card is lost or stolen.

3.4. The Changi Rewards Card is a privilege card and it must be presented prior to all purchases in order to be entitled to the benefits conferred by the use of the Changi Rewards Card.

3.5. Cardholders may [contact us](#) for questions regarding their transaction history or any correction, or dispute on any transaction or correction that has been assessed against their Changi Rewards Card. CAG will conduct an investigation and communicate the results and correct any error to the Cardholder (if applicable).

3.6. It is the responsibility of Cardholders to keep CAG updated with their latest mailing address, email address, mobile number and/or other communication preferences. CAG is not liable for any

misdirected materials sent to Cardholders' mailing address, email address, mobile number and other communication preferences on record, or any consequences thereof.

3.7. If your Changi Rewards Card is lost, damaged or destroyed, the card can be replaced provided it is fully registered with us via <https://rewards.changiairport.com/signup.html>. In such an instance, Cardholders shall immediately report to CAG once his/her Card is discovered to be lost, damaged or defective. The lost, damaged or defective Card will be replaced at no extra charge. Cardholders are to proceed to the Changi Rewards booth at the earliest juncture for an immediate card replacement. Verification checks will be conducted. Once the new Changi Rewards Card has been issued, the old card will be void and terminated. All existing and valid Changi Rewards Points will be transferred to the replacement Changi Rewards Card.

3.8. Cardholders shall be liable for any unauthorised use of the Changi Rewards Card to the extent permitted by law and shall indemnify CAG against any claims, losses or damage of whatsoever nature arising out of or in connection with any unauthorised use of the Changi Rewards Card.

3.9. For Cardholders requesting a name change on the Changi Rewards Card, proper legal documentation is required.

3.10. Each Changi Rewards Card shall at all times remain the property of CAG and must be surrendered by the Cardholder to CAG immediately upon request.

3.11. Statements of accounts will be available to you online when you log in your Member's Account at <https://login.changiairport.com/en/account/login/>, at "**Track Your Points**". Each statement will show points earned and points redeemed for the past 12 months, current programme year or previous programme year. The total number of unredeemed points outstanding and available as at that date will also be reflected with the corresponding expiry date.

3.12. Uses of Changi Rewards e-Card and physical Card to get GST Absorption for Shopping at Changi Airport Public Areas

3.12.1. With effect from 1 April 2015, only registered Changi Rewards e-Cards or/and physical Card holder will enjoy 7% GST absorption for their purchases when they shop at participating retail outlets located at Changi Airport's public areas.

3.12.2. Registered e-Card and physical card holder refers to a Changi Rewards Member who has registered his/her Changi Rewards card or e-Card with the following mandatory personal particulars and has agreed to the programme's terms and conditions via the Changi Rewards website or at any of the designated Changi Rewards counters within Changi Airport:

- a) First Name and Last Name;
- b) Date of birth;
- c) Country of residence;

- d) Mobile number; and
- e) Email address

3.13. Members must present their Changi Rewards e-Card or physical registered Changi Rewards card prior to purchase to be entitled to 7% GST absorption for their purchases made at participating outlets.

3.14. Participating retail outlets of the GST absorption programme are listed below:

- **Terminal 1**
  - Sum37/Whoo
  - WHSmith
- **Terminal 2**
  - Bakery Cuisine
  - Bee Cheng Hiang
  - Chomel
  - Cosmetics & Perfumes by The Shilla Duty Free
  - Durian Mpire
  - E-Gadget Mini
  - Eu Yan Sang
  - Gadget Plus
  - Godiva
  - Guardian Health & Beauty
  - MUJI to Go
  - Pandora
  - See's Candies / Cards n Such
  - The Golden Duck Co.
  - WH Smith
- **Terminal 3**
  - Bengawan Solo
  - Boarding Gate
  - Cosmetics & Perfumes by The Shilla Duty Free
  - Cotton On
  - Dragon Brand Bird's Nest
  - Durian Mpire by 717 Trading
  - E-Gadget
  - ETOZ
  - Eu Yan Sang
  - Fragrance
  - Gadget Hub
  - Giordano
  - Guardian Health & Beauty
  - House of Seafood



- Jon Louis
  - Kidztime!
  - Laneige / Sulwhasoo
  - Peniwarn
  - Poh Kim DVD
  - Samsonite
  - Seven Stop
  - SK Jewellery
  - Sugar
  - Sunglass Hut
  - Szan
  - The Blues
  - The Body Shop
  - The Cocoa Trees
  - The Golden Duck Co.
  - The Little Shop
  - The Paul Frank Store
  - The Planet Traveller
  - Unity Pharmacy
  - WHSmith
  - Watsons
- **Terminal 4**
    - Bakery Cuisine
    - Bee Cheng Hiang
    - Cosmetics & Perfumes by The Shilla Duty Free
    - E-Gadget Mini
    - Kaboom
    - Watsons

#### **4. Issuance of Changi Rewards Points**

4.1. Changi Rewards points shall be awarded to Cardholders based on the aggregate amount shown on each receipt for qualifying purchases at all participating retailers on a per receipt basis.

4.2. With a minimum nett spend of S\$10 in a single receipt, eligible Cardholders will be awarded with Changi Rewards points based on the following earn rate:

- a) Member tier Cardholders will earn 10 points for every block of S\$10 nett spend in a single receipt;
- b) Gold tier Cardholders will earn 20 points for every block of S\$10 nett spend in a single receipt;  
and
- c) Platinum tier Cardholders will earn 60 points for every block of S\$10 net spend in a single receipt.

4.3. Nett spend refers to final payment amount rounded down to the nearest S\$1. For the purposes of illustration:

a) A Gold tier Cardholder with a nett spend of S\$38 in a single receipt will be entitled to 60 Changi Reward points (i.e. receipt amount rounded down to nearest S\$10 block and multiplied by the Gold tier earn rate of 20 points per S\$10 nett spend); and

b) A Member tier Cardholder with a nett spend of S\$71 in a single receipt will be entitled to 70 Changi Reward points (i.e. receipt amount rounded down to nearest S\$10 block and multiplied by the entry tier earn rate of 10 points per S\$10 nett spend).

4.4. In calculating the nett spend, all discounts given and amounts paid using vouchers (including, but not limited to, Changi Rewards e-Vouchers and Changi Gift Card) shall be excluded, i.e. such amounts are to be excluded when calculating the total qualifying spend in a single receipt. Nett spend excludes spend at non-participating outlets as well as temporary event and short-term leased outposts.

4.5. In the event of a dispute arising out of or in connection with the transactions made with the Card under the Changi Rewards Programme, the transaction records of CAG relating to the Changi Rewards Programme shall be deemed conclusive and binding on the Cardholder. The Changi Rewards e-Card or physical registered card (the “Card”) must be presented at the point of sale in order for the Changi Rewards points to be awarded to the Cardholder and recorded on the relevant Card. No Changi Rewards points will be awarded in respect of any amount paid using Changi Rewards e-Vouchers, in-store vouchers or any other promotional vouchers. Retrospective claims of Changi Rewards points in respect of prior purchases will not be entertained.

4.6. Changi Rewards points may only be collected in relation to transactions which are entered into by the Cardholder. Cardholders are not entitled to collect points on transactions entered into by any other person, including but not limited to family members, friends, acquaintances or business colleagues. Cardholders are not entitled to claim or collect points on transactions entered into prior to the date of their enrolment in the Changi Rewards Programme.

4.7. In the event that: (i) the Changi Rewards machine is not working in the relevant outlet at the time of transaction; or (ii) Cardholders forget to present their Card at the time of transaction, we may, as a discretionary gesture of goodwill, credit points to Cardholders if the relevant receipts for qualifying transactions are sent to Changi Rewards through the [Contact Us](#) webform. Such receipt(s) must be in good condition and not more than 7 days old as at the date we receive such receipts. Points will only be credited for retrospective claims made by registered members at the point of transaction. We reserve the right at our sole discretion to decline to credit points for transactions in this manner if we have reasonable grounds for believing that one or more of the claims being submitted is either fraudulent or not in compliance with these Terms and in all circumstances our decision shall be final.

4.8. Changi Rewards points will not be awarded for charges arising from banks, money changing facilities, top up cards facilities and purchases (including cards sold by tenants with cash top-up capabilities such as food court top up card, gift card, cash card, phone card, etc.), postal and postage

services, medical services, bank/airline lounges, transit hotels, hotel reservations, Crowne Plaza Hotel, telecommunication services, car rental services, Changi Recommends, airport shuttle and transportation services, passenger meeting services, left luggage services, tour and travel services, dry-cleaning services, temporary event and short-term leased outposts, and such other items or services as may be determined by CAG from time to time. Changi Rewards points will also not be awarded for any tobacco products purchased at any participating outlets in Changi Airport.

4.9. The Changi Rewards points awarded to and redeemed by a Cardholder will be stated in the Card transaction receipt of the Cardholder, and may be corrected or revised by CAG at any time to correct any errors in the computation of Changi Rewards points.

4.10. In the event where the purchases were made without the requisite Changi Rewards points being credited to the relevant Cardholder - Cardholders shall (if intending to claim the relevant Changi Reward points) furnish the necessary proof of purchase (i.e. receipts). CAG will, at its sole and absolute discretion, accept or reject any such claims.

4.11. Changi Rewards points earned may not be transferred to any other Card(s)/Cardholder(s), or to any third party, and are not exchangeable for any form of cash or credit.

4.12. Changi Rewards points can only be awarded for the Cardholder's own purchases. If any Cardholder is found using receipts other than own purchases to accumulate points, CAG reserves the right to terminate the use of the Card.

4.13. The maximum number of Changi Rewards points that can be awarded to any Cardholder during each Programme Year is capped at 340,000 Changi Rewards points.

4.14. CAG may, at its sole and absolute discretion, increase or decrease the rate of Changi Rewards points to be awarded for selected purchases or transactions. The Cardholder shall not be entitled to request from CAG any explanation pertaining to the calculation methods (for crediting Changi Rewards points) or other matters relating to Changi Rewards Points or discounts for whatsoever purposes.

4.15. CAG may, at its absolute discretion, suspend the calculation and accrual of Changi Rewards points and rectify any error in any calculations pertaining to the calculation and accrual of Changi Rewards points.

4.16. Each Cardholder is allowed a maximum grace period of 7 days (from the time the Changi Rewards points are first credited) to make an inquiry with CAG pertaining to the quantum of Changi Rewards points awarded.

## **5. Rewards Redemption**

5.1. Changi Rewards points may be used only by the Cardholder to whom the Changi Rewards points were awarded, to:

- 5.1.1. Redeem for Changi Rewards e-Voucher;
- 5.1.2. Redeem for items on the Changi Rewards Redemption Catalogue; and/or
- 5.1.3. Convert to Singapore Airlines KrisFlyer miles
- 5.2. Changi Rewards points are available for redemption after seven (7) calendar days from the time they were first earned on a purchase transaction.
- 5.3. The use and/or conversion of Changi Rewards points may be subject to further terms and conditions or restrictions and CAG may, at its sole discretion and without prior notice, modify, suspend or terminate the Programme, and/or modify these terms & conditions in such manner as CAG considers fit.
- 5.4. Changi Rewards points earned in a Programme Year must be redeemed within three (3) months after the end of the programme year (i.e. before end June of the relevant calendar year), failing which they will expire automatically. No request for extension of expiry will be entertained.
- 5.5. Changi Rewards points earned in different Programme Years cannot be combined.
- 5.6. CAG may at any time and without notice alter the number of Changi Rewards points required for redemption.

**5.7. Use of Changi Rewards (CR) e-Voucher(s)**

- 5.7.1. “CR e-Voucher(s)” refers to the digital version of a cash voucher that members may use their Changi Rewards points to redeem for, and use at all participating airport concessions to offset a purchase at the point-of-sale (POS). Each CR e-Voucher carries a unique serial number and can be tracked by the member through the online Member’s Portal.
- 5.7.2. CR e-Vouchers are non-transferrable and can only be used by a Changi Rewards cardholder. The cardholder must present his/her membership card and a valid identification document (e.g. ID card or Passport) in order to utilise the CR e-Vouchers for any transaction.
- 5.7.3. All CR e-Vouchers issued must be presented within the stated validity period and utilised no later than the stipulated expiry date. No extensions, refunds, payments, replacements, or exchanges shall be permitted or entertained. All un-utilised CR e-Vouchers will be forfeited upon expiry.
- 5.7.4. CR e-Vouchers may be used to pay for or obtain goods and/or services of approved/participating merchants (each a "Merchant"), except for payment to purchase any tobacco products at Changi Airport. CR e-Voucher(s) are accepted at participating retail outlets and food & beverage shops with effect from March 2017 except the following outlets listed in Table 1 below:

**TABLE 1: Exclusion List for Changi Rewards e-Vouchers**

<b>Public Area (Landside)</b>	<b>Transit Area (Airside)</b>
Banks	Airline Lounges
Car Rental Counters	Airport Wellness Oasis
Changi Recommends	Be Relax
Convenience Stores (e.g. Cheers and 7-Eleven)	Changi Recommends
Crowne Plaza Hotel	Convenience Stores (e.g. Cheers and 7-Eleven)
Dry Cleaning Services	Fast Food
Fast Food	Food Gallery (Terminal 1)
Ground Transport Services	Hermes
Hotel Reservation Counters	Left Baggage Counters
Medical Services	Medical Services
MindChamps PreSchool	Money-Changing Counters
Money-Changing Counters	Postage Services
Passenger Meeting Services Counters	Samsung
Pay-Per-Use Lounge (e.g. The Haven by JetQuay)	Singapore Food Street (Terminal 3)
Planet Traveller	Straits Food Village (Terminal 2)
Postage Services	Shower & Spa Services
Supermarkets (NTUC outlets, Cold Storage outlets)	Temporary Retail Outposts
Tele-communications (e.g. StarHub)	Transit Hotels
Temporary Retail Outposts*	
Top-up Card Machines and Services (e.g. Kopitiam Card, Coffee Bean card, cash cards, Zone X etc.)	
Travel Services (e.g. Seiki Travel)	
Wan Yang Foot Reflexology	
Kopitiam	
Staff Canteens and Taxi Canteens	

5.7.5. All CR e-Voucher(s) are denominated in Singapore dollars. Multiple e-Vouchers under the same Cardholder may be utilised in the redemption of any purchase at the same visit.

5.7.6. CR e-Voucher(s) may be combined with other modes of payment (including but not limited to cash, credit card, debit card, Changi Dollar Vouchers) accepted by the merchants. However, they may not be combined with e-Voucher(s) under a different Cardholder for payment in a single transaction. No refund shall be given if the value of the CR e-Vouchers exceeds the value of the goods or services paid for in a purchase.

5.7.7. The Changi Rewards Card must be presented if the cardholder is seeking refunds from the merchant for purchases made at the outlet using the CR e-Vouchers. In such cases, any CR e-Vouchers previously used in the relevant transaction will be re-issued and reverted to original expiry date.

5.7.8. CR e-Vouchers may be used to pay for or obtain goods and/or services of approved/participating merchants (each a "Merchant"), except for payment to purchase any tobacco products at Changi Airport. All CR e-Vouchers must be presented within the validity period stated therein.

5.7.9. All transactions in which CR e-Vouchers are used are transactions between the relevant Cardholder and merchant, and CAG shall not be liable or responsible whatsoever for the acts or default of any merchant (including the failure of the merchant to honour any CR e-Vouchers or in respect of any defect or deficiency in the goods or services for which the CR e-Vouchers is redeemed. CAG is not an agent or representative of the merchant.

## **5.8. Redemption of Changi Rewards e-Voucher(s) with Changi Rewards points**

5.8.1. Changi Rewards points are non-transferable. They may be used only by the Cardholder whom the Changi Rewards points were awarded to, to redeem for CR eVoucher(s).

5.8.2. The Cardholder may redeem the CR e-Voucher(s) via the online redemption catalogue, the iChangi app or through the Changi Rewards counters in the airport, subject always to the following:

5.8.2.1. For online redemption, the Cardholder is required to log in to your member account to make a selection from the redemption catalogue to redeem his/her Changi Rewards points for the corresponding value of e-Voucher(s).

5.8.2.2. For iChangi app, the cardholder is required to log in to their account on the app to redeem his/her Changi Rewards points for the e-Voucher(s)

5.8.2.3. If the redemption is done over the counter, the presence of the Cardholder in person is required. Verification checks will be conducted prior to the redemption.

5.8.3. CR e-Vouchers are issued in a standard denomination of \$5, at the following conversion rate: Every 1,000 Changi Rewards points = \$5 e-Voucher.

5.8.4. Each CR eVoucher has a validity period of 12 months from the month of issuance.

5.8.5. CR e-Voucher(s) that are issued or redeemed will be electronically stored in the member's account. CR e-Voucher(s) cannot be altered, reversed or cancelled once it has been issued.

5.8.6. CAG is not liable for expired CR e-Voucher(s), once they are issued.

5.8.7. Changi Rewards points and CR e-Voucher(s) cannot be exchanged for any form of cash and/or credit.

5.8.8. Changi Rewards points earned in a Programme Year (which is the period from 1 April to 31 March of any year) must be redeemed within three months after the end of that Programme

Year, failing which they will be forfeited automatically. No request for extension of the redemption deadline will be entertained.

5.8.9. Changi Rewards points earned in different Programme Years cannot be combined for the redemption of CR e-Voucher(s).

5.8.10. If any of the Changi Rewards points used by the Cardholder to secure CR e-Vouchers are, after the CR e-Vouchers are issued, cancelled pursuant to any revision or correction by CAG, a commensurate number of points shall be deducted from the Cardholder's remaining Changi Rewards points by CAG without further notice to the Cardholder.

5.8.11. The use and/or conversion of Changi Rewards points to CR e-Vouchers may be subject to further terms and conditions or restrictions. CAG may, at its sole and absolute discretion and without prior notice, modify, suspend or terminate the Changi Rewards Programme, and/or modify these terms & conditions in such manner as CAG considers fit.

## **5.9. Singapore Airlines KrisFlyer Miles**

5.9.1. Participation in Changi Rewards Points Conversion to Air Miles – KrisFlyer miles is subject to the Terms and Conditions of KrisFlyer, Singapore Airlines' Frequent Flyer Programme and Changi Rewards Programme Terms and Conditions.

5.9.2. Cardholders may convert their Changi Rewards points to KrisFlyer miles either on an ad-hoc basis ("**Flexi-Conversion**") or by registering for an auto-conversion service (applicable to Platinum Tier Cardholders only) whereby their Changi Rewards points will be automatically converted to KrisFlyer miles on a daily basis (or at such other frequency as determined by Changi Rewards) upon successful registration ("**Auto-Conversion**").

5.9.3. Cardholders must be enrolled in Singapore Airlines' KrisFlyer Frequent Flyer Programme before initiating a request for conversion of Changi Rewards points to KrisFlyer miles.

5.9.4. Cardholder may convert his/her Changi Rewards points to KrisFlyer miles strictly for crediting into his/her own KrisFlyer membership account, as KrisFlyer miles converted from Changi Rewards Points of a Cardholder are not allowed to be transferred to a KrisFlyer membership account that does not belong to the same Changi Rewards cardholder.

5.9.5. It is the responsibility of the Changi Rewards Cardholder to provide an accurate and valid KrisFlyer membership member belonging to him/her.

5.9.6. The transfer process for KrisFlyer Miles to be credited to the Cardholder's KrisFlyer account is approximately 21 business days (excluding Saturdays, Sundays and Public Holidays) and no urgent request will be entertained. Enquiries that fall within this waiting period will not be entertained. Notwithstanding anything stated herein, CAG will not be liable for any delay in the transfer process for any reason whatsoever.

5.9.7. Once a Cardholder has initiated the conversion request, the request cannot be cancelled, reversed, transferred to another participating airline's frequent flyer programme, or exchanged for cash, credit, services or other items.

5.9.8. Changi Rewards points earned in different Programme Years cannot be combined for redemption of KrisFlyer miles.

5.9.9. Notwithstanding any other provisions herein, the CAG is entitled to, at its discretion, to recover any KrisFlyer Miles credited into Cardholder's frequent flyer membership account, where applicable, should there be any subsequent transaction reversals, resulting in Changi Rewards points being owed to CAG.

5.9.10. CAG shall not be responsible for any fraudulent, irregular or unsuccessful transfers. In the case where there is an unsuccessful transfer, CAG may reinstate the Changi Rewards Points to the Cardholder, where appropriate.

5.9.11. CAG will not be responsible for any unsuccessful transfer resulting from the actions of Singapore Airlines in connection with but not limited to KrisFlyer, Singapore Airlines' Frequent Flyer Programme.

5.9.12. CAG shall not be responsible for the Cardholder's KrisFlyer Miles which have been successfully transferred or for the subsequent actions of the participating airlines in connection with the frequent flyer programme.

5.9.13. Each Cardholder is responsible for providing the correct and valid Singapore Airlines KrisFlyer membership account number bearing his own name. Singapore Airlines may change its programme terms and conditions including regulations, policies, benefits, conditions of participating or mileage levels, in whole or in part at any time with or without notice, even though such changes may affect the value of the mileage already accumulated.

5.9.14. Use of KrisFlyer miles after conversion will be governed by the terms and conditions of the KrisFlyer programmes. Changi Rewards points converted to KrisFlyer miles will no longer be a liability of Changi Airport Group and will not be governed under the Changi Rewards Programme terms and conditions.

5.9.15. CAG reserves the right to amend the terms and conditions of this benefit without prior notice.

## **5.10. Conversion**

### **5.10.1. Flexi-Conversion**

5.10.1.1. All Changi Rewards Cardholders may convert their Changi Rewards Points to KrisFlyer miles on an ad-hoc basis ("Flexi-Conversion"), by logging in to the Member's Account;



5.10.1.2. For Flexi-Conversion, all Changi Rewards Cardholders may convert his/her Changi Rewards points to Singapore Airlines KrisFlyer miles (“KrisFlyer Miles”), at the conversion rate of 1,440 Changi Rewards points to 200 KrisFlyer miles, subject to a cap of 30,000 KrisFlyer Miles per Cardholder per Programme Year, or such other rate as CAG may specify from time to time.

5.10.1.3. KrisFlyer miles will be transferred in blocks of 200 KrisFlyer miles to the Changi Rewards Cardholder’s KrisFlyer membership account only. For the avoidance of doubt, transfers to another person’s membership account are not allowed.

5.10.1.4. An acknowledgement email will be sent to inform the Changi Rewards Cardholder that the conversion request has been received and will be processed. The Cardholder may then login to his/her KrisFlyer account for an update of accumulated KrisFlyer miles.

#### 5.10.2. Auto-Conversion

5.10.2.1. All Changi Rewards Platinum Cardholders have the additional option to automatically convert their Changi Rewards Points to KrisFlyer miles on a daily basis ("Auto-Conversion") (or at such other frequency as determined by Changi Rewards) upon successful registration of the Auto-Conversion service.

5.10.2.2. For Auto-Conversion, Changi Rewards Points will be automatically convert to Singapore Airlines KrisFlyer miles (“KrisFlyer Miles”) on a daily basis, at the conversion rate of 1,080 Changi Rewards points to 150 KrisFlyer miles, subject to a cap of 30,000 KrisFlyer Miles per Cardholder per Programme Year, or such other rate as CAG may specify from time to time. For the avoidance of doubt, transfer to another person’s membership account is not allowed.

5.10.2.3. Once registered for the Auto-Conversion service, an acknowledgement email will be sent to inform the Changi Rewards Cardholder that the Auto-Conversion request has been received and will be processed.

5.10.2.4. No conversion will take place if there are insufficient Changi Rewards Points in the Changi Rewards Platinum Cardholder’s account.

5.10.2.5. Once registered for the Auto-Conversion service, the Changi Rewards Platinum Cardholder may cancel the service anytime. To cancel the Auto-Conversion service, Member must log in to the Member’s Portal. Cancellation for an existing Auto-Conversion service takes up to 3 working days. An acknowledgement email will be sent to inform the Changi Rewards Cardholder that the cancellation of the Auto-Conversion request has been received and will be processed.

5.10.2.6. Once registered for the Auto-Conversion service, the Changi Rewards Platinum Cardholder may still choose to redeem his or her Changi Rewards Points for other items on the Redemption Catalogue, so long as there are sufficient points available for redemption.

5.10.2.7. In the event a Changi Rewards Platinum Cardholder is downgraded to Gold or Member Tier, the Auto-Conversion will be automatically cancelled, and Cardholder will need to select Flexi-Conversion if he or she wishes to convert Changi Rewards Points to KrisFlyer miles.

## **5.11. Online Redemption Catalogue**

5.11.1. All registered Changi Rewards Cardholders are eligible to redeem rewards from the Online Redemption Catalogue.

5.11.2. Eligible Cardholders must have sufficient Changi Rewards points in his/her membership account at the point of redemption. Cardholders may log in to his/her Changi Rewards Account to check on Changi Rewards points available before proceeding to redeem any rewards at the online redemption catalogue.

5.11.3. A confirmation email will be sent to inform the Changi Rewards Cardholder that redemption transaction has been completed. For Attractions passes, e-Vouchers will be attached to the confirmation email.

5.11.4. Once a Cardholder has completed the redemption process, the redemption cannot be cancelled, changed, or exchanged for cash, credit, services or other items.

5.11.5. Rewards items are subject to the following terms and conditions:

5.11.5.1. Changi Rewards e-Vouchers. Refer to Clause 5 of Terms and Conditions.

5.11.5.2. Changi Rewards Exclusive Premiums

5.11.6. To authorise another person to collect redeemed items on your behalf, please complete the Letter of Authorisation (click [here](#) to download the Letter of Authorisation). Your authorised redemption party will need to bring along the following documents. Verification checks will be conducted prior to the redemption:

5.11.6.1. Letter of Authorisation, duly signed by Cardholder;

5.11.6.2. Copy of Cardholder's Changi Rewards card; and

5.11.6.3. Authorised redemption party's NRIC/FIN/Passport.

5.11.7. All items that have been redeemed by the Cardholders are not refundable and not exchangeable for cash, Points or another Rewards item.

5.11.8. Attraction Passes

5.11.8.1. By redeeming any Attractions Passes (e-Vouchers), Cardholders indicate agreement to the Changi Travel Services Terms of Sale indicated on the e-Vouchers.

5.11.8.2. Validity of the Attractions Passes varies. E-Vouchers must be utilized within the specified validity period. There will not be any extension of the validity period for your redeemed Passes.

5.11.8.3. All Attractions Passes that have been redeemed by the Cardholders are not refundable and not exchangeable for cash, Points or another Rewards item (includes other Attractions Passes).

5.11.8.4. CAG shall not be responsible for the Cardholder's redemption of e-Vouchers which have been successfully redeemed or for the subsequent actions of the Merchant in connection with redemption on the online redemption catalogue.

5.11.9. In the event of any dispute with regards to any matter pertaining to the Online Redemption Catalogue, all decisions made by CAG shall be final and conclusive.

5.11.10. CAG reserves the right to amend these Terms and Conditions at any time. CAG may terminate the Online Redemption Catalogue or vary it in such manner as it deems fit at any time. In the event of ambiguity on the interpretation or application of these terms and conditions, CAG shall be the sole determinant on the meaning and application of these terms and conditions.

## **6. Instant Points Redemption on iShopChangi.com**

6.1. All Changi Rewards members are required to link their Changi Rewards card to their iShopChangi account in order to be eligible to redeem Changi Rewards points to offset purchases.

6.2. Redemptions are available in denominations of 200 points, with a minimum of 1,000 points.

6.3. No refund of Changi Rewards points is allowed once points have been redeemed to offset iShopChangi purchase. If the customer cancels the order, the redeemed Changi Rewards points will be refunded in the form of an iShopChangi promo code with 3 months' validity.

6.4. CAG reserves the right to terminate the Changi Rewards points redemption on iShopChangi.com at any time, or to amend, vary or delete any of these terms and conditions from time to time without notice.

## **7. Gold and Platinum Tier Membership**

7.1. The Programme offers three tiers of membership: (i) Member; (ii) Gold; and (ii) Platinum.

7.2. All Cardholders, upon enrollment in the Changi Rewards Programme, are granted Member tier status.

7.3. There is no minimum nett spend requirement to retain Member tier status in the Changi Rewards Programme.

7.4. Members who accumulate the required nett spend (“**Accumulated Nett Spend**”) on qualifying purchases at participating Changi Airport outlets shall be upgraded to a higher tier status based on the following requirements:

<b>Required Accumulated Nett Spend for Upgrade in Tier Status</b>	<b>Membership Status</b>
<p>For the purposes of determining qualification or continued qualification for Enhanced Membership status, Accumulated Nett Spend is to be calculated based on the cumulative nett spend of a Cardholder for a twelve calendar month period beginning from:</p> <p>(i) (in the case of new Cardholder) the date of his enrolment in the Changi Rewards Programme (“<b>Membership Start Date</b>”);</p> <p>(ii) (in the case of a Cardholder who did not qualify for any upgrade in tier status during the preceding twelve calendar month period) the anniversary of his Membership Start date;</p> <p>(iii) (in the case of a Cardholder who qualified for an upgrade in tier status) the date of his qualification for such upgrade; or</p> <p>(iv) (in the case of a Cardholder whose upgraded tier status has expired) the date immediately following the expiry of his upgraded tier status.</p> <p>(each twelve calendar month period referred to in (i) to (iv) above shall hereinafter be defined as an “<b>Assessment Period</b>”)</p>	
S\$4,000	Gold
S\$8,000	Platinum

7.5. Accumulated Nett Spend refers to the sum of all spend made on individual receipts, rounded down to the nearest S\$1, during the Assessment Period.

7.6. As soon as the Cardholder completes a particular transaction that brings the Accumulated Nett Spend to or above the level required for an upgrade in tier status, the Cardholder will be instantly upgraded to the applicable tier and shall enjoy the upgraded tier status for:

7.6.1. a period of twelve calendar months (“**Upgrade Period**”) beginning from the day of the upgrade; and

7.6.2. the remainder of the last calendar month of the Upgrade Period. (the “**Upgraded Tier Validity Period**”)

7.7. The Cardholder shall enjoy the accompanying benefits of his upgraded tier status for the duration of the Upgraded Tier Validity Period.

7.8. For the avoidance of doubt, all nett spend of a Gold Cardholder made after his qualification for Gold membership shall continue to be tracked during the same Assessment Period for his eligibility as a Platinum member.

7.9. At the end of each Assessment Period, Cardholders shall continue with their upgraded tier status, or be downgraded to the appropriate tier, depending on their Accumulated Nett Spend for the Assessment Period in accordance with the table above.

### **Illustration for Member upgrade to Enhanced Membership status and retention**

	<b>Membership Status</b>	<b>Assessment Period</b>
Mary joins Changi Rewards as a Member on 16 April 2018.	Member	<b>Assessment Period 1</b> 16 April 2018 – 30 April 2019
Mary hits a total accumulative spend of S\$4,000 on 28 September 2018.  Under Assessment Period 1, Mary qualifies for Gold membership.	Gold	<b>Assessment Period 2 and Enhanced Membership Period 1</b> 28 September 2018 – 30 September 2019
Mary spends S\$4,000 on 25 January 2019.  Under Assessment Period 1, Mary has hit a total accumulative spend of S\$8,000.	Platinum	<b>Assessment Period 3 and Enhanced Membership Period 2</b> 25 January 2019 – 31 January 2020
Mary spends S\$8,000 on 14 July 2019.  Under Assessment Period 3, Mary has hit the minimum required total accumulated spend of S\$8,000 to re-qualify as a Platinum member after Enhanced Membership Period 2 ends.	Platinum	<b>Assessment Period 4 and Enhanced Membership Period 3</b> 1 February 2020 – 28 February 2021
Scenario deviation 1: If Mary spends S\$4,000 (instead of S\$8,000) on 14 July 2019, under Assessment Period 3, Mary has hit the minimum required total accumulated spend of S\$4,000 to re-qualify as a Gold member after Enhanced Membership Period 2 ends. i.e. Mary will be a Gold member from 1 February 2020 to 28 February 2021.		
Scenario deviation 2: If Mary did not make any spend after 25 January 2019, Mary will fall back to Member status after the end of Enhanced Membership Period 2. i.e. Mary will be a Member member on 1 February 2020.		

**7.10. Gold tier Cardholders are entitled to the following additional membership benefits:**

7.10.1. Earn 2x Changi Rewards points on qualifying purchases at Changi Airport outlets. Please refer to Section 4 above for additional details;

7.10.2. Selected 1-for-1 food and beverage deals Via a co-branded Changi Rewards ENTERTAINER App; and

7.10.3. Parking Privileges. Please refer to Section 10 below.

**7.11. Platinum tier Cardholders are entitled to the following additional membership benefits:**

7.11.1. Earn 6 x Changi Rewards points on qualifying purchases at Changi Airport outlets. Please refer to Section 4 above for additional details;

7.11.2. Selected 1-for-1 food and beverage deals Via a co-branded Changi Rewards ENTERTAINER App;

7.11.3. Parking Privileges. Please refer to Section 10 below;

7.11.4. Access to selected airport lounges, subject to two (2) entries per Enhanced Membership Period; and

7.11.5. Invitations to exclusive lifestyle and promotional events.

7.12. Benefits associated with a particular tier shall last for the duration of the Upgraded Tier Validity Period.

7.13. CAG reserves the right to change qualifying criteria for membership tier upgrades and renewals at any time at its sole discretion, without prior notice.

7.14. CAG reserves the right to amend or withdraw any benefits related to a particular tier membership at any time at its sole discretion, without prior notice.

**8. Sure-Win Game**

8.1. The ‘Sure-Win’ game (the “**Game**”) is organised by Changi Airport Group (“**CAG**”). Participants of the Game shall be referred to as “**Changi Rewards players**”.

8.2. All registered Changi Rewards members are allowed to participate in the Game. By participating in the Game, you agree to be bound by all the terms and condition set out herein and to receive email and SMS notifications from CAG regarding the Game.

8.3. The Game can only be accessed online via [sure-win.changirewards.com](http://sure-win.changirewards.com) (“**Game Site**”).

8.4. With a minimum spend of S\$30 nett in a single receipt during the game period, each Changi Rewards player will receive one (1) token (“**Game Token**”) for the Game. The Game Token will be issued immediately after a qualified transaction has been made. The Game Token must be redeemed within three (3) months from the date of issuance. Each Game Token can be used only once.

#### **8.5. Collection of prizes:**

8.5.1. Physical prizes: All prizes have to be collected from designated Changi Rewards booths within six (6) months from the time of notification.

8.5.2. Changi Rewards points: All Changi Rewards points to be awarded in connection with the Game will be awarded to the Changi Rewards player’s account subject to a seven (7) day holding period starting from the date of game play. Changi Rewards points awarded will be visible in the account during the holding period.

8.5.3. E-prizes (E.g. e-Ticket): E-Prizes will be sent to the relevant Changi Rewards player’s registered email address.

8.6. Prizes will be forfeited if they are not collected within the stated collection time frame.

8.7. Prizes are non-negotiable, non-transferable or non-exchangeable for cash or credit. Prizes must be collected as stated and no compensation will be payable if a winner is unable to use a prize. There shall be no refund or exchanges for any partially used or unused prize.

8.8. CAG may at its absolute discretion make changes to the game mechanics or prizes at any time. All changes or updates will be made available at the Game Site.

8.9. By accepting the prizes, each Changi Rewards player agrees and consents to co-operate with CAG on all reasonable media requests in relation to the Game, including but not limited to, being interviewed, photographed and having his/her name, photo and any other material published in any media owned by CAG (“**Material**”).

8.10. All Changi Rewards players may view their prizes at the Game Site.

8.11. Any prizes awarded to a Changi Rewards player in relation to the Game will be withdrawn if the Changi Rewards player requests for a refund of their qualified purchases.

8.12. Changi Rewards may at its discretion (without assigning any reasons or justifications):

8.12.1. forfeit, disqualify or refuse to allow any Changi Rewards member to participate in the Game; and

8.12.2. disregard any incomplete, improper or late entries in relation to the Game.

8.13. CAG shall not be held responsible for any problems with the network, computer hardware, software or any breakdown or failure that adversely affects any Changi Rewards Players' participation in the Game.

8.14. CAG may at its discretion modify or discontinue, temporarily or permanently, the Game without prior notice. Any decisions made by CAG in relation to the Game shall be final and conclusive.

8.15. These terms and conditions governing the Game shall be construed and governed in accordance with the laws of the Republic of Singapore.

8.16. Any collection, use and disclosure of participants' personal data will be strictly in accordance with CAG's privacy policy, a copy of which may be obtained from <http://www.changiairport.com/en/privacy-policy.html>.

## **9. Refer a Friend**

9.1. The Changi Rewards Refer a Friend Programme is open only to Cardholders who have completed the registration process for the Changi Rewards Programme.

9.2. Cardholders can earn 100 points (“Referral Points”) that may be used towards future Changi Rewards redemption by inviting a friend who is not a member of Changi Rewards to register as a member of Changi Rewards. Referral Points are redeemable in accordance with the Changi Rewards Programme Terms and Conditions.

9.3. A referred person must register for the Changi Rewards Programme after accessing the Programme registration page using the unique link in the Cardholder’s referral email with the unique Referral Code at the registration page, in order for the Cardholder who made the referral to get the Referral Points credited for the referral.

9.4. Only the Cardholder whose referral link is used to access the registration page will get credit for the referral, even if other members referred the same person.

9.5. The referred person will earn 100 points upon successful registration as a member of the Changi Rewards programme.

9.6. The 100 Referral Points will be automatically credited into a Cardholder’s account upon the referred member’s successful registration.

9.7. For every 5 successfully referred persons, the Cardholder will receive 1 pair of Movie Voucher in addition to the Referral Points, while stocks last.

9.8. A Cardholder may earn up to a maximum of 5,000 Referral Points (50 successful referrals) and 3 pairs of Movie Gift Voucher per member. Referral Points are redeemable in accordance with the Changi Rewards Programme Terms and Conditions. The use and/or conversion of points may be subject to further terms and conditions or restrictions and CAG may, at its sole discretion and



without prior notice, modify, suspend or terminate the Programme, and/or modify these terms & conditions in such manner as CAG considers fit. Changi Rewards points earned in a Programme Year must be redeemed within three (3) months after the end of the programme year (i.e. before end June of the relevant calendar year), failing which they will expire automatically. No request for extension of expiry will be entertained.

9.9. A member must disclose the fact that he or she is a Changi Rewards customer when making referrals. Members must agree to let their Referees know that they are the Referrer and that they may receive a Referral Points if the Referee signs up for Changi Rewards membership. Member will not receive Referral Points if the referrals are rejected or are not received for any reason, including if the Referee does not satisfy the requirements in section one of these Terms, or if Member fail to comply with any of the obligations of the Programme or these Terms.

9.10. Members should only send referrals to people that they know personally, whom they think would be interested in joining the Changi Rewards Programme and they should honour all requests to stop referrals or communications about the Programme. Members should not engage in any misleading, deceptive, annoying, or harassing practices with respect to referrals or Programme communications.

9.11. Due to our privacy policy, we cannot inform the Member if the Referee is already a member of Changi Rewards. If the Member submits their names and sends an email invitation, the Member may check back on the Referral Status by logging on to the Member's Portal.

9.12. Members who send invitations to themselves at alternate email addresses or accounts or otherwise attempting to defraud the Refer a Friend Programme may result in forfeiture of Changi Rewards Programme membership and all Referral Points in their account.

9.13. The Referral emails that are sent to Referees for the purpose of the Refer a Friend programme, will be the only communication they receive from Changi Rewards, until they have joined Changi Rewards and agreed to the Changi Rewards Programme Terms & Conditions. Their email address and details will not be used for any other purpose until this time.

9.14. Changi Rewards reserves the right to void referrals and Referral Points if we suspect that the Referral Points were earned in a fraudulent manner, in a manner that violates these Terms and Conditions, or in a manner otherwise not intended by Changi Rewards.

9.15. Any eligible persons invited via email invitations sent by Changi Rewards (initiated through the changirewards.com Member's Portal) will appear in the "My Referral History" section of Member's Refer a Friend page. Any persons invited via invitation sent through a direct email, will not appear on the Status section of the Refer a Friend page, and member will not earn any Referral Points.

9.16. Changi Rewards reserves the right to modify or cancel the Refer a Friend Programme or restrict its availability to any person, at any time, for any reason, and without prior notice or liability. Modifications may include, without limitation, changes to how members earn Referral Points, expiration period for Referral Points, and changes that affect the value of the Referral

Points. Any modification will be effective upon posting of modified Terms and Conditions on the Changi Rewards Website.

## **10. Parking Rebates and Privileges**

### **10.1. General**

10.1.1. Each Member is entitled to update one (1) In-Vehicle Unit (IU) number in their member profile. Once the Member has updated their IU, the Member may only update it again after fourteen (14) days.

10.1.2. Changi Airport Group (Singapore) Pte Ltd (“CAG”) reserves the right in its sole and absolute discretion to terminate this promotion or amend, vary or delete any of these terms from time to time without notice.

10.1.3. CAG’s decision on all matters relating to this promotion will be final and binding on all participants.

### **10.2. For all Parking Rebates and Privileges:**

10.2.1. may be used in conjunction with any other Changi Airport car park coupons obtained by any other means in the following sequence. Upon exit, parking privileges (if any) will be deducted first against total parking payable amount followed by parking rebates (if any) and lastly, followed by any physical parking coupons;

10.2.2. parking privileges can be combined with car park rebates converted from Changi Rewards points;

10.2.3. are non-transferable and there shall be no extension, refunds or exchange of redeemed, expired or used parking rebates;

10.2.4. are not valid for use at the car park in which your season parking applies;

10.2.5. shall be valid for use at Terminal 2 Car Park – 2A & 2B, Terminal 3 Car Park – 3A & 3B and Terminal 4 Car Park – 4A & 4B and South Car Park only; and

10.2.6. shall be valid for use on all days of the year, excluding Fridays to Sundays from 15 November 2019 to 31 December 2019.

### **10.3. For Parking Rebates only**

10.3.1. redeemed during the current programme year (using either current programme year points or grace period points) are to be utilised by the end of the programme year i.e. on 31 March. Any unutilised rebates will be forfeited;

10.3.2. may only be redeemed after the Changi Rewards member keys in a valid IU number into his or her member profile. In the event if there are any changes in the IU number after entry into the car park, member will enjoy the rebates only for the subsequent visit;

10.3.3. may only be redeemed with Changi Rewards points that have past the seven (7) days holding period upon issuance; and

10.3.4. shall be utilised immediately and automatically from the first instance your vehicle exits the car park after the redemption. Remaining rebates will be carried forward to your next visit until they are fully utilised or expired.

#### **10.4. For Gold Members Parking Privileges Only**

10.4.1. shall be auto-credited to the In-Vehicle Unit (IU) number tied to your Changi Rewards member profile 10 minutes after the qualifying nett spend has been made in a single receipt at Changi Rewards participating outlets. In the event there is no IU number tied to your member profile when the qualifying spend has been made, you will not receive the car park benefit;

10.4.2. shall be valid till 2359 hours on the day that the qualifying nett spend is made;

10.4.3. are capped at a maximum of 1 hour of free parking per day per Changi Rewards member (i.e. a subsequent spend of S\$35 nett on the same day will only entitle the member to 1 hour of free parking for the day); and

10.4.4. shall not be prorated based on the amount of time actually spent parking. The entire 1 hour of free parking will be utilised upon your first exit from the carpark during the day (i.e. if the member parks for 30 minutes, the full 1 hour of free parking will be utilised)

#### **10.5. For Platinum Members Parking Privileges only**

10.5.1. shall be auto-credited daily to the In-Vehicle Unit (IU) number tied to your Changi Rewards member profile. In the event there is no IU number tied to your member profile, you will not receive the car park benefit;

10.5.2. shall only be auto-credited the following day if there is a change in IU number; and

10.5.3. shall not be prorated based on the amount of time actually spent parking. The entire 2 hours of free parking will be utilised upon your first exit from the carpark during the day (i.e. if the member park for 30 minutes, the full 2 hours of free parking will be utilised)

### **11. Lounge Access**

#### **For Platinum members only**

11.1. Each Platinum member will receive two (2) lounge passes once upgraded to Platinum status.

11.2. Pass is valid for 12 months from the date of issuance for a one time use only.

11.3. Pass is for 3 hours lounge access at participating lounges at Plaza Premium Lounge located at Changi Airport Terminal 1, Ambassador Transit Lounge located at Changi Airport Terminal 2 and 3 and Blossom Lounge located at Changi Airport Terminal 4 (collectively, the “Lounges” and each, a “Lounge”).

11.4. Pass is non-transferable and must be presented together with a valid Changi Rewards card/e-card at the lounge for redemption. Entry to the respective Lounges is subject to that Lounge’s prevailing terms and conditions. The Lounges reserves the rights to request for any other form of personal identification.

11.5. CAG shall not be liable or responsible to any Changi Rewards member or any other person(s) who access any of the Lounges under the Programme (“Lounge User”) for any claims, demands, loss, damages, compensations, liabilities, actions, lawsuits, charges, penalties, fines, costs and expenses of whatever nature arising directly or indirectly out of or in connection with the use of any of the Lounges, including but not limited to:-

11.5.1. any loss, loss of use, theft, and damages of baggage or any property or valuable of any Lounge User;

11.5.2. any illness, personal injuries or death of any Lounge User and/or any other persons occurring in the Lounge for whatever causes;

11.5.3. any consequential loss, financial or otherwise, for any flight cancellation, delay or missed flight for whatever reasons whilst the Lounge User using the Lounge; and/or any act, omission (including negligence), failure, default or breach by the Lounge operator, its directors, employees, officers, agents, contractors and sub-contractors in providing Lounge services to the Lounge User.

## **12. Changi Rewards ENTERTAINER App**

**For Gold, Platinum members and members who obtain the app via Changi Rewards redemption catalogue only**

12.1. Each Gold and Platinum member will receive a Changi Rewards ENTERTAINER App VIP Key to activate the app once upgraded to Gold or Platinum status

12.2. A member will only receive the VIP Key once when upgraded to either Gold or Platinum tier from Member tier. If a member upgrades from Gold to Platinum, the member will not receive a new VIP Key to access the Changi Rewards ENTERTAINER App. This does not apply to members who obtain Changi Rewards ENTERTAINER App via Changi Rewards redemption catalogue.

12.3. VIP Keys will expire 4 months after issuance. Member must activate the VIP Key within 4 months upon receipt of the email containing the VIP Key. Upon expiry, there will be no reissuance of VIP Keys.

### **13. Use of Information**

13.1. Cardholders hereby consent for their personal data to be utilized by CAG for use in connection with the operations of the Changi Rewards Programme (including without limitation, identification of Cardholder, communication with Cardholder, resolving disputes with Cardholder, fulfilling Cardholder's redemption requests, Cardholders' participation in marketing programmes, promotional activities, events, surveys and/or contests) and for research and statistical purposes to analyze Cardholders' profile, behaviour, trends and activities.

13.2. CAG will disclose Cardholders' information to the relevant authorities or parties as required by and in compliance with the applicable laws, rules, regulations, directives or orders.

### **14. General**

14.1. By participating in the Programme, all Cardholders agree to be bound by the terms and conditions herein and all amendments, additions, replacements and modifications as may be made by CAG thereto from time to time. All Cardholders acknowledge and agree that CAG may use any information provided in relation to the Programme for such purpose as CAG may deem necessary for marketing and promotional purposes. All Cardholders hereby provide consent for CAG to send them any future communications, promotional offers and information on privileges.

14.2. CAG and its authorized agents shall not be liable for any injury, loss or inconvenience arising out of or in connection with the Programme.

14.3. Information stated is correct at time of printing and is subject to change without giving prior notice. CAG gives no warranty on the accuracy, completeness and timeliness of any content or information herein.

14.4. In the event of any inconsistency between these terms and conditions with any other form of publicity collaterals relating to the Programme, these terms and conditions shall prevail.

14.5. Under no circumstances whatsoever shall CAG be liable for any indirect, punitive, incidental, special or consequential damages that result from, or arise out of the usage of any information stated herein or the participation in the Changi Rewards programme.

14.6. These terms and conditions are not intended to confer rights to a third party under the Contracts (Rights of Third Parties) Act (Cap. 53B) (the "Act"). The provisions of the Act are hereby excluded.

14.7. These terms and conditions are governed by Singapore law. Both CAG and Cardholder hereby submit to the non-exclusive jurisdiction of the Singapore courts.