Updated on: 5 November 2026

ZOOLYMPIX
TERMS AND CONDITIONS FOR THE ZOOLYMPIX EVENT

In these terms and conditions, "we", "us" or "our" refers to Mandai Wildlife Group 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 individual who visits the Mandai Wildlife Reserve ("**Guest**") and, 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 taking part in the Event (as hereinafter defined) and/or collecting the Activity Card (as hereinafter defined), 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 take part in the Event and/or collect the Activity Card.

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 Zoolympix event ("**Event**") runs from 7 November 2026 to 3 January 2027 ("**Event Period**") and takes place at:

1.1.1. the Mandai Wildlife East – East Lawn ("**East Lawn**") located at 80 Mandai Lake Road, Singapore 729826;

1.1.2. Singapore Zoo ("**SZ**") located at 80 Mandai Lake Road, Singapore 729826;

1.1.3. River Wonders ("**RW**") located at 80 Mandai Lake Road, Singapore 729826;

1.1.4. Night Safari ("**NS**") located at 80 Mandai Lake Road, Singapore 729826;

1.1.5. Bird Paradise ("**BP**") located at 20 Mandai Lake Road, Singapore 729825;

1.1.6. Rainforest Wild Adventure West ("**RAW**") located at 20 Mandai Lake Road, Singapore 729825; and

1.1.7. Curiosity Cove ("**CC**") located at 80 Mandai Lake Road, Singapore 729826.

(East Lawn, SZ, RW, NS, BP, CC and RAW are collectively referred to as the "**Premises**").

1.2. The Event is an outdoor event which features the following:

1.2.1. an outdoor event located at the East Lawn, featuring a unique trail experience with activity stations along the trail ("**Village Stations**") for Guests to embark on exciting challenges ("**Zoolympix Village**");

1.2.2. various activity stations located across SZ, RW, NS, BP, CC and RAW ("**Outposts**");

1.2.3. a bouncy castle provided by the Ministry of Social and Family Development's Families for Life Council ("**MSF**") at the partner zone located in the Zoolympix Village ("**Partner Zone**") ("**Bouncy Castle**"); and

1.2.4. other partner activity stations located within the Partner Zone which are offered by our partners ("**Partners**") and managed by our partners' staff ("**Partner Stations**").

1.3. We may, at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you:

1.3.1. postpone, cancel, suspend, interrupt or terminate the Event 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;

1.3.2. vary, add, cancel or substitute any aspects of the Event; and/or

1.3.3. vary the Event Period or Premises.

1.4. There will be no compensation whatsoever for any delay, suspension or cancellation of the Event during the Event Period.

1.5. You acknowledge and agree that the Event may be governed by additional terms, guidelines and/or rules ("**Additional Rules**"). These Additional Rules are incorporated by reference into these Terms and Conditions. For the avoidance of doubt, all references to "**Terms and Conditions**" shall include a reference to the "**Additional Rules**".

1.6. To ensure the safety of our Guests, the following Guests should not participate in the Event:

1.6.1. Guests who are unwell;

1.6.2. Guests who are frail or have brittle-bones;

1.6.3. Guests who have pre-existing health or medical conditions;

1.6.4. Guests who are recovering from surgery or still in a cast or brace for support; and

1.6.5. Guests with history of joint, neck, back, keen or ankle injuries or any other physical limitations.

2. Zoolympix Village

2.1. **Qualifying Guests**. Only Guests between ages 3 to 12 years old with valid Admission Tickets (as hereinafter defined) are permitted to participate in the activities at each Village Station ("**Qualifying Guest(s)**").

2.2. **Tickets**

2.2.1. An admission ticket ("**Admission Ticket**") is required for entry into the Zoolympix Village and the participation in activities at the Village Stations.

2.2.2. All Admission Tickets shall be valid for one (1) visit to the Zoolympix Village on the date as stipulated on the Admission Ticket.

2.2.3. All children below the age of twelve (12) years old shall not be allowed entry into the Zoolympix Village unless accompanied by an adult above the age of twenty-one (21) years old ("**Adult**") holding an Admission Ticket.

2.3. **Operating Hours.**

2.3.1. The operating hours for the Zoolympix Village for each day during the Event Period are 10:00am to 7:00pm (with last entry to Zoolympix Village at 6:30pm).

2.3.2. Guests acknowledge and agree that the operating hours may change from time to time, at MWG's sole and absolute discretion, without notice**.**

2.4. **Accompaniment and Supervision.** Adults are fully responsible for the safety and well-being of the children under their care throughout their time spent at Zoolympix Village. Children must be supervised by an Adult at all times. In addition, Adults must accompany children who are under

their care and under the age of twelve (12) years old throughout the time spent at Zoolympix Village.

2.5. **Activity Card**

2.5.1. As part of the Event, a copy of the Zoolympix Activity Card ("**Activity Card**") may be collected, subject to these Terms and Conditions. The Activity Card presents the opportunity for the Qualifying Guests to compete in fun challenges and discovering fun facts of animal skills by participating in each of the Village Stations. Upon the completion of the Activity Card and subject to these Terms and Conditions, Guests can present the completed Activity Card for a Zoolympix Medal ("**Medal**").

2.5.2. The Activity Card can only be collected at the Event booth at the entrance of the Zoolympix Village (the "**Collection Point**") from 10:00am to 6:30pm on each day of the Event Period.

2.5.3. Each Qualifying Guest is entitled to collect one (1) Activity Card at no cost as long as the Qualifying Guest presents a valid admission ticket to the Zoolympix Village at the Collection Point. The Activity Card can only be collected by the Qualifying Guest's accompanying Adult on behalf of the aforementioned Guest. The aforementioned Guest shall be present with his/her accompanying Adult at the Collection Point for verification.

2.5.4. There are limited quantities of Activity Cards available for collection on each day of the Event Period, and the distribution of the Activity Cards is subject to a first-come-first-serve basis while stocks last. The quantity of Activity Cards available for collection on any given day shall be determined solely by us.

2.5.5. The Activity Card is not transferable, refundable, exchangeable for cash or in kind and will not be replaced if lost, damaged, defaced, stolen and/or voided.

2.6. **Village Stations**

2.6.1. As part of the Event, there are 10 Village Stations within the Zoolympix Village. You shall comply with all instructions of our Personnel and all signages and notices within the Premises. The failure to comply with the foregoing may result in your disqualification from taking part in the Event and your removal from the Premises. "**Personnel**" means any person who is involved in the operation of the Event (including, without limitation, our employees, officers and agents).

2.7. **Completing an Activity Card**

2.7.1. The Activity Card shall be completed in accordance with the instructions ("**Instructions**") as specified within the Activity Card and/or on signages and notices at each of the Village Stations and within the Zoolympix Village.

2.7.2. The Instructions may prescribe different requirements for completion of Village Stations depending on the age of the Qualifying Guest. In the event of a dispute regarding the categorisation of a Qualifying Guest and the applicable requirements under the Instructions, our electronic records and/or decisions shall prevail.

2.7.3. An Activity Card is considered to be completed if it features stamps collected from each of the 10 Village Stations ("**Completed Activity Card**"). An incomplete Activity Card cannot be exchanged for a Medal.

2.8. **Gift Redemption and Promotions**

2.8.1. Each Qualifying Guest is entitled to collect one (1) Medal if the Qualifying Guest presents a Completed Activity Card for redemption at the redemption counter in the Zoolympix Village ("**Redemption Counter**"), from 10:00am to 7:00pm, on each day of the Event Period ("**Gift Exchange Timing**").

2.8.2. Subject to additional terms and conditions which may be imposed by us from time to time, each Qualifying Guest may be entitled to collect:

2.8.2.1. additional gifts from the Redemption Counter, on 7, 8, 14 or 15 November 2026, from 10:00am to 7:00pm, by presenting a valid Admission Ticket for that day together with a valid Friends of Mandai membership e-card; and

2.8.2.2. any other gifts as may be available, provided that the Qualifying Guest satisfies such other eligibility requirements and terms.

The "additional gifts" identified in Clause 2.8.2.1 and the "other gifts" identified in Clause 2.8.2.2 shall collectively be referred to as "**Additional Gifts**".

2.8.3. During the Event Period, each Qualifying Guest is also entitled to the following promotions (each, a "**Promotion**" and each item redeemable or purchasable at a special rate through a Promotion, a "**Promotional Item**"):

2.8.3.1. each Qualifying Guest may present a Completed Activity Card at The Mandai Shop, River Wonders Shop or Night Safari Shop (within NS) to purchase one (1) Zoolympix Plushie at a special rate of S$9;

2.8.3.2. each Qualifying Guest may present a Completed Activity Card at Penguin Cove Restaurant (within BP) and spend S$50 nett in a single receipt to redeem one (1) complimentary Penguin Lychee Parfait or Penguin Tiramisu; and

2.8.3.3. such other Promotions as made available by us from time to time.

2.8.4. Where a Promotion is offered, or Gifts are offered for redemption, at the Night Safari Shop (within NS), Penguin Cove Restaurant (within BP) or such other location requiring tickets (each, a "**Ticketed Location**"), a valid ticket to that Ticketed Location is also required to enjoy the Promotion at the Ticketed Location and/or redeem the relevant Gift.

2.8.5. There are limited quantities of Gifts and Promotional Items available for redemption or purchase (as the case may be) on each day in the Event Period, and the redemption of the Gifts and redemption or purchase of the Promotional Items (as the case may be) is subject to a first-come-first-serve basis while stocks last. The quantity of Gifts and Promotional Items available for redemption or purchase on any given day shall be determined solely by us.

2.8.6. We reserve the right to:

2.8.6.1. refuse to process the redemption in the event that the Gifts are no longer available for redemption on any given day;

2.8.6.2. substitute the Gifts with any other item at any time, and at our sole and absolute discretion, for any reasons and without prior notice to you;

2.8.6.3. amend, suspend or cancel any or all Promotions at our sole and absolute discretion, for any reasons and without prior notice to you;

2.8.6.4. reject any Activity Card that was not completed in accordance with the Instructions;

2.8.6.5. reject any incomplete, defaced or damaged Activity Card presented for redemption; and/or

2.8.6.6. refuse to process any redemption or purchase in the event that such redemption or purchase is requested outside of the Gift Exchange Timing, the Additional Gift Exchange Timing, or the operation hours of the relevant shop or redemption counter (as applicable).

2.8.7. All Gifts and Promotional Items cannot be returned and/or exchanged for cash or in kind. You are required to check the condition of the Gifts or Promotional Items upon redemption or purchase (as the case may be) and under no circumstances can the Gifts and Promotional Items be returned or replaced after redemption or purchase (as the case may be).

3. Outposts

3.1. The Outposts are unmanned. You acknowledge that you enter and participate in the activities at your own risks.

3.2. You shall comply with all instructions of our Personnel and all signages and notices within the Premises.

3.3. The activities within each Outpost are provided for your enjoyment and do not carry a stamp or reward. The completion of the activities within the Outpost does not render you eligible for a Gift.

4. Bouncy Castle Activity

4.1. 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 participating in the Bouncy Castle.

4.2. Only Guests between ages 6 to 10 years old, and of at least 0.9M in height, are permitted to participate in the Bouncy Castle.

4.3. To ensure the safety of our Guests, the following Guests are not permitted to participate in the Bouncy Castle:

4.3.1. Adult Guests;

4.3.2. Guests who are unwell;

4.3.3. Guests who have any pre-existing health or medical conditions;

4.3.4. Guests in wheelchairs;

4.3.5. Guests with a history of joint, neck, back, knee and/or ankle injuries;

4.3.6. Guests who are frail or are brittle-boned;

4.3.7. Guests with impaired physical health; and/or

4.3.8. Guests who are recovering from surgery or still in a cast or brace for support.

4.4. You can only spend a maximum of 10 minsin the Bouncy Castle and you shall exist the Bouncy Castle promptly when notified by our Personnel. Should you wish to spend more time in the Bouncy

Castle, you are required to exit the Bouncy Castle and re-enter again. You will be required to re-join the queue to re-enter the Bouncy Castle again.

4.5. You must remove your shoes and empty your pockets before participating in the Bouncy Castle.

4.6. You are solely responsible for your personal belongings.

4.7. You must comply with any and all rules pertaining to the Bouncy Castle (including but not limited to any signages placed at or around the Bouncy Castle) and follow our Personnel's instructions at all times.

4.8. You are not allowed to:

4.8.1. engage in horseplay;

4.8.2. climb any walls or barriers within the Bouncy Castle;

4.8.3. touch any installations within the Bouncy Castle;

4.8.4. bring sharp, loose, bulky or dangerous objects into the Bouncy Castle; and/or

4.8.5. bring food and/or beverages into the Bouncy Castle.

4.9. We reserve the right to:

4.9.1. deny you entry into the Bouncy Castle for any reason;

4.9.2. stop any horseplay; and/or

4.9.3. remove you from the Bouncy Castle 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.

5. Partner Stations

5.1. These Partner Stations will only be available on selected dates during the Event Period. Access to the Partner Stations will require a Ticket and is subject to the same terms and conditions for entry to the Zoolympix Village.

5.2. We do not guarantee the availability of any Partner Station or any activity at a Partner Station on any given day.

5.3. Your participation in the activity offered at each Partner Station may be subject to separate terms and conditions, and rules (including but not limited to any signages placed at or around the respective Partner Stations) ("**Partner's Terms**"). You shall be responsible for reading, understanding and accepting these Partner's Terms prior to your participation in each activity.

5.4. The Event partners are independent third parties. To the extent permitted by law, we shall not be responsible or liable for any products, services, rewards or promotions provided by any Partner, or for any act or omission of any Partner or its staff.

5.5. The activities within each Partner Station are provided by the respective Partners for your enjoyment and do not carry a stamp. The completion of the activities within each Partner Station does not render you eligible for a Gift. Any rewards, gifts, promotions or redemptions offered by our Partners are offered solely by the relevant Partner and are subject to that Partner's terms and conditions.

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 Personal 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.

6.2. Any personal data that you provide to a Partner or provide to a Partner on behalf of your child or legal ward, including any images and/or recordings of you or your child or legal ward captured through photography and/or videography by that Partner, is collected by that Event partner and is subject to that Partner's own privacy or data protection policy. We shall not be responsible for the collection, use or disclosure of such personal data by any Partner.

7. Other General Terms

7.1. You acknowledge and accept and agree to comply with our Parks Rules and Conditions, including but not limited to the terms relating to conduct in the parks and our indemnity and waiver of liability policy, which may be found at https://www.mandai.com/en/parks-rules-conditions.html, and which is incorporated by reference into these Terms.

7.2. Whilst reasonable precautions will be taken by us to ensure safety when participating in the Event (including but not limited to the collection of the Activity Card, the exchanging of the completed Activity Card for the Medal, and undertaking any or all activities in connection with the Event, the Activity Stations and the Activity Card) ("**Event Activities**"), you acknowledge that the foregoing participating in the Event Activities may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, takes part in the Event 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 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.

7.3. By participating in the Event Activities, 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 individual from participating in the Event Activities (or any part thereof) and to remove you from our Premises 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, without prior notice to you or providing any reason to you.

7.5. When participating in the Event, please be aware of your surroundings, and play and communicate in a safe manner. You agree to maintain safe and appropriate contact with other people (regardless of whether they are players or otherwise). You will not trespass, or in any manner, attempt to gain or gain access to any property or location whether you are not permitted to be in. You shall not harass, threaten or otherwise violate the legal rights of others, and/or otherwise engage in any activity that may result in injury, death, property damage, nuisance, or liability of any kind. If your participation in the Event results in any disputes with any third party, you agree to release us (and our officers, directors, agents, subsidiaries, joint ventures, and employees) from all claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes.

7.6. We reserve the right to amend these Terms and Conditions from time to time without prior notice to you or providing any reason to you. There shall be no compensation whatsoever in connection with the foregoing.

7.7. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Event, the Event Activities, the Activity Stations and/or the Activity Card, in the event of inconsistency.

7.8. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore and the courts of Singapore will have exclusive jurisdiction in any case of dispute.