

## Hello from the Wild Experience

### Terms and Conditions

Mandai Wildlife Group (“MWG”) reserve the right to make changes to this booking website, including rates and terms and conditions, without prior notice. We may also refuse entry to the parks, cancel bookings, or ask guests to leave the tour site if necessary—such as in cases of inappropriate behaviour, adverse weather, or site conditions—to ensure the safety and enjoyment of all participants.

We kindly ask that you take a moment to read the Terms & Conditions prior to making a booking. By submitting a booking application on the Portal or complete a booking form, you confirm that you have read, understood and agreed to be bound (personally and on behalf of your guests) by these Terms & Conditions.

These terms and conditions (“Terms & Conditions”) apply to the Hello from the Wild Experience available at Singapore Zoo and River Wonders (“Experience”), which is also collectively referred to as the “Hello from the Wild Experience” or “Hello Wild”.

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

- 1.1 MWG offers the opportunity for guests to connect with wildlife and have meaningful animal interaction. Our aim is for Hello from the Wild Experience to be enjoyable and inspiring for our participants as well as respectful to the animal.
- 1.2 The Hello Wild is a 20-minutes keeper-led session with an animal interaction and excludes Park admission ticket.
- 1.3 A minimum of 3-days prior advance booking is required for all Participants to join the Hello from the Wild Experience, as stipulated in paragraphs 2.2, 2.3 and 2.4.
- 1.4 The maximum capacity per session for Hello Wild is limited to:
  - i. Fifteen (15) persons per session at Singapore Zoo.
  - ii. Fifteen (15) persons per session at River Wonders.
- 1.5 Hello Wild ticket purchased are strictly non-refundable, non-cancellable and non-changeable.
- 1.6 Hello Wild are solely conducted in English.
- 1.7 Hello Wild may be altered or cancelled due to weather conditions, animal health and/or safety concerns.
- 1.8 Hello Wild is non-exclusive and other guests may join the same session.
- 1.9 Participants under the age of 18 must be accompanied by an adult at all times during the session.

- 1.10 Participants are required to remain seated on a low bench for 10 to 15 minutes during the session, wear flat closed-toed shoes and be able to climb stairs independently. During the session, participants are not permitted to reach out and touch the animals, unless instructed otherwise by the keepers for safety reasons.
- 1.11 Hello Wild session at Singapore Zoo is held within the wildlife exhibit, offering an immersive experience in the animals' natural surroundings. The exhibit layout cannot accommodate wheelchair, stroller, or other mobility aids, we encourage participants requiring additional accessibility to join the session at River Wonders.
- 1.12 Participants are to arrive at least 5 minutes at the meeting point before session starts, late arrivals may miss certain Hello Wild components, and no extension of Hello Wild time allowed.
- 1.13 Photo opportunities are allowed only at authorized photography areas.

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

- 2.1 The Hello from the Wild Experience is only available at Singapore Zoo and River Wonders to book and purchase.
- 2.2 To book the Hello from the Wild Experience, you will have to submit a duly completed booking application and pay the booking fees on the Portal. A confirmation email will be sent once your booking is confirmed and payment has been received.
- 2.3 Bookings for each Hello from the Wild Experience session is subject to availability, on first-come-first-served basis. You will only be able to complete the booking application process and pay the booking fees on the Portal only if the selected date of the specific session is available.
- 2.4 You will have to complete the required information fields in the booking application form before being able to proceed to the payment page. The information in the booking application (which includes the personal particulars of the main participant) is essential as it enables MWG to provide the Hello from the Wild Experience.
- 2.5 MWG will not be held liable for any incorrect information submitted in the booking application.
- 2.6 Once a booking application is submitted via the Portal, together with the payment of the booking fees that have been paid by you, it will be deemed to be an unconditional and irrevocable offer and MWG shall be entitled (but not obliged) to process and accept the booking without your further consent.

- 2.7 MWG reserves the right to reject any booking application at its sole and absolute discretion and without having to provide any reason. Without prejudice to the foregoing, your bookings may be rejected by MWG in the following scenarios:
- (a) non-compliance to any conditions specified at the time of the booking;
  - (b) inability to process payment for whatever reason;
  - (c) the unavailability of Hello from the Wild Experience on the dates selected;
  - (d) any errors that have been made on the Portal or any errors made in connection with your booking.
- 2.8 The published rate includes the Hello from the Wild Experience, which varies based on the experience selected and the number of participants purchased, excludes Park admission ticket.
- 2.9 A separate purchase of respective park admission ticket is required, you may visit Mandai website at <https://www.mandai.com/en/ticketing/admission-and-rides/parks-selection.html>
- 2.10 The published rates are in Singapore dollars and inclusive of prevailing GST and the experience details on the MWG websites are correct at point of communication and subject to change without prior notice.

### **3. Cancellation / Replacement Policy**

- 3.1 Once a booking confirmation has been issued by MWG, no refunds will be provided, and no changes to the booking order will be allowed if you choose to cancel or amend the booking.
- 3.2 If a participant chooses to leave the Hello from the Wild Experience midway, no refund, rescheduling, or replacement for the date or time will be provided.
- 3.3 In the case of no-show on the booking date, the Hello from the Wild Experience will be forfeited and there shall be strictly no refund or replacement of date. MWG will not be liable for any of your losses or expenses incurred due to the failure to comply with the provisions.

### **4. Compliance with Laws, Regulations and Restrictions**

- 4.1 Participants shall comply with, in addition to these Terms & Conditions, all laws, regulations, rules and guidelines of MWG that are applicable to the Hello from the Wild Experience and Park Admission at <https://www.mandai.com/en/parks-rules-conditions.html> .

## 5. Safety and Security

- 5.1. While MWG will endeavour to ensure that all Participants have a safe and enjoyable Hello from the Wild Experience, all Participants should be responsible for the safety and security of their own belongings/property during the Hello Wild session.
- 5.2. Participants are expected to always follow the guidance of our staff and behave respectfully towards the wildlife. Should any inappropriate behaviour occur, we may request that the participant leave the experience to ensure the well-being of everyone involved.

## 6. Personal Data and Privacy Policy

- 6.1 You hereby provide your consent to Singapore Zoological Gardens, Wildlife Reserves Singapore, Mandai Park Development Pte Ltd., their related corporations, and their subsidiaries (collectively referred to as the Mandai Wildlife Group”) and/or any party authorised by the Mandai Wildlife Group, to collect, use, disclose, share and/or process the personal data relating to you or other individuals which you disclose to the Mandai Wildlife Group, according to the Mandai Wildlife Group Data Protection Policy at <https://www.mandai.com/en/saving-wildlife/our-policies/data-protection.html>

## 7. Disclaimer

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