

TERMS AND CONDITIONS FOR MANDAI APP WILDER APP-VENTURE

In these terms and conditions, “we”, “us” or “our” refers to the Mandai Wildlife Group (or “**MWG**”, both as defined in the Parks Rules and Conditions found at <https://www.mandai.com/en/plan-your-visit/parks-rules-conditions.html> (“**Parks Rules and Conditions**”), and “you” and “your” refers to any individual (“**Participant**”) who takes part in the Mandai App Wilder App-venture (“**Campaign**”), and where the Participant is below the age of eighteen (18) years old, any individual who is the parent or legal guardian of the Participant.

By participating in the Campaign, you are deemed to have accepted these terms and conditions and any other applicable specific terms and conditions, guidelines, and/or rules 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 must not participate in the Campaign. Where the Participant 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 confirm that your child or legal ward understands these Terms and Conditions.

1. The Campaign

- 1.1. The Campaign runs from 26 June 2026 to 12 July 2026 (both dates inclusive) (“**Campaign Period**”) at the Singapore Zoo (“**SZ**”), River Wonders (“**RW**”) and Night Safari (“**NS**”), Bird Paradise (“**BP**”) and Rainforest Wild Adventure (“**RWA**”) (each an “**Attraction**”, and collectively, the “**Attractions**”).
- 1.2. The Campaign is designed to engage Participants during the Campaign Period by providing Participants with one (1) game chance per calendar day, between 00:00 and 23:59 (Singapore time), to spin the wheel on the Mandai App (“**MA**”). Unused game chances allocated to each Participant per calendar day cannot be accumulated, transferred, or carried forward to the next day or to another Participant.
- 1.3. Participants may stand a chance to earn additional game chances by completing the digital trail for each Attraction (“**Digital Trail**”) to learn more about Mandai’s iconic star animals. Each Digital Trail can only be completed once per Campaign Period, and the completion of each Digital Trail entitles Participants to one (1) additional game chance.
- 1.4. Participants who spin the wheel on the MA during the Campaign Period stand a chance to win prize(s) under the Campaign (“**Gift**”). For clarity, each Gift is allocated through a system-generated random selection mechanism and certain outcomes may display “Try Again”.
- 1.5. To take part in the Campaign, Participants must:
 - 1.5.1. Use the MA on their mobile device, which may be downloaded at the [Apple App Store](#) or the [Google Play Store](#). Participants must comply with the terms of use of the MA which is found under the “More” icon on the MA.
 - 1.5.2. Tap on the Campaign icon located on the homepage on the MA and enable the location function. Follow the on-screen instructions on the Campaign landing page to spin the wheel. Any Gift won can be found under the “My Rewards” tab on the MA.
 - 1.5.3. Be located within an Attraction to access the digital trails via ‘Earn more chances’. Each Digital Trail will be considered completed when you unlock the star animal for that particular Attraction.
- 1.6. For the avoidance of doubt, Participants must redeem the Gift within the Campaign Period.
- 1.7. We may, at any time, and in our sole and absolute discretion, for any reasons and without prior notice to you, postpone, vary, cancel, suspend, interrupt or terminate the Campaign or the redemption of the Gift and all activities in connection with the Campaign or the redemption of the Gift, and there shall be no compensation whatsoever in connection with the foregoing.

2. Gift Redemption

- 2.1. Each Gift shall be determined by us in our sole and absolute discretion.
- 2.2. Unless otherwise stated on the Gift redemption page on the MA, Gifts can only be redeemed at any of the following redemption booths ("**Redemption Booth**") and at the timings ("**Gift Redemption Timing**") stated below during the Campaign Period:
 - 2.2.1. Redemption Booth located near the entrance of SZ at Mandai Wildlife EAST between 8:30am to 8pm;
 - 2.2.2. Redemption Booth located near Unpackt at Mandai Wildlife WEST between 9am to 6pm.

The location of the Redemption Booths may be changed in our sole and absolute discretion without prior notice to you.
- 2.3. After you have won a Gift, tap on the "My Rewards" tab on the MA to view the Gift and present the Gift redemption page on the MA to our Personnel (as hereinafter defined) manning the Redemption Booth who will enter the redemption pin on the MA to redeem your Gift. Notwithstanding the foregoing, our Personnel shall determine, in their sole and absolute discretion, whether you have won the Gift. "**Personnel**" means any of our employees, officers and/or agents who are involved in the operation of the Campaign.
- 2.4. We reserve the right to:
 - 2.4.1. 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;
 - 2.4.2. refuse to process any Gift redemption in the event that redemption is requested outside of the Gift Redemption Timing; and/or
 - 2.4.3. refuse to process the Gift redemption if you behave in a disorderly manner or fail to abide by the instructions of our Personnel.
- 2.5. All Gifts cannot be returned and/or exchanged for cash or in kind. You are required to check the condition of the Gift upon redemption and under no circumstances can the Gift be returned or replaced after redemption.

3. Personal Data

- 3.1. Any personal data or information that you provide to us or provide to us on behalf of your child or legal ward is also subject to our Personal Data Protection Policy (available at <https://www.mandai.com/en/about-mandai/our-policies/data-protection.html>), which is incorporated by reference into these Terms and Conditions.

4. Other General Terms

- 4.1. Whilst reasonable precautions will be taken by us to ensure safety when participating in the Campaign, you acknowledge that participating in the Campaign may involve certain risks (including without limitation personal injury or loss, damage or theft of property) and as such, you hereby take part in the Campaign at your own risk. We shall not be liable (to the extent permitted by law) for any death, injury, loss, damage or inconvenience howsoever caused to or sustained by you. We may in our discretion, provide medical or other form of assistance on a goodwill basis. In no event shall the provision of such assistance amount to or be construed as an admission of liability by us of the death, injury, loss, damage or inconvenience sustained.
- 4.2. By participating in the Campaign, 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 Campaign, and/or any breach or purported breach of the Terms and Conditions and/or any applicable laws.

- 4.3. We reserve the right to remove you from our Attractions or to exclude you from participating in the Campaign (or any part thereof) for any reason whatsoever, including but not limited to, if we are of the opinion that you are uncooperative, or your actions and conduct are deemed to be unreasonable and/or detrimental to the enjoyment, well-being and safety of other guests, our Personnel, and members of the public.
- 4.4. You acknowledge, accept, and agree to comply with our Park Tickets Terms and Conditions found at: <https://www.mandai.com/en/park-terms.html> and our Parks Rules and Conditions at all times.
- 4.5. When participating in the Campaign, 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 Participants 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 Campaign 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.
- 4.6. 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.
- 4.7. These Terms and Conditions shall prevail over the contents of any brochure, marketing and/or promotional material relating to the Campaign, in the event of inconsistency.
- 4.8. 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.