

SingapoRewards

TERMS AND CONDITIONS

The following Terms and Conditions (“T&Cs”) shall apply to your use of the SingapoRewards (“SRW”). You agree that your redemption of the SRW Experience is subject to these T&Cs, which shall form a legally binding contract between you and the Singapore Tourism Board.

DEFINITIONS

In this T&Cs, unless the context otherwise requires:

- a) **“Authorised Booking Partner”** refers to GlobalTix Pte. Ltd. who manages the ticket issuance and experience fulfilment when a short-term visitor redeems his or her SRW Experience.
- b) **“Merchant”** refers to entities or businesses approved to offer attractions, tours, workshops and/or packages which are eligible for redemption under the SRW Programme.
- c) **“SingapoRewards”** or **“SRW Programme”** refers to the Government programme to reward STVs by providing a complimentary experience to enhance their on-ground experience in Singapore, support renewed perspectives about Singapore and encourage STVs to spend more time in Singapore, and drive incremental expenditure in Singapore where possible.
- d) **“SingapoRewards”** or **“SRW Experience”** refers to the complimentary experience that STVs may enjoy under the SRW Programme.
- e) **“SRW Portal”** refers to the SingapoRewards microsite and VisitSingapore Travel Guide App managed by STB and GovTech from which an STV may use to book and redeem his or her SRW experience.
- f) **“STB”** refers to the Singapore Tourism Board and includes any officer, agent or other representative engaged or authorised by STB to act on its behalf.
- g) **“STV”** refers to a short-term visitor to Singapore who stays in Singapore for up to 30 days (or if extended in accordance with the applicable laws and guidelines in Singapore, up to 89 days) who is eligible to enjoy benefits under the SRW Programme.
- h) **“VSA”** refers to the Visit Singapore Account that the STV registers him or herself through an STB-owned or STB-hosted portal, including but not limited to the Vist

Singapore App and the visitsingapore.com website, which registration and use is mandatory for the booking and redemption of the SRW Experience(s).

ELIGIBILITY OF SINGAPOREWARDS

1. To be eligible for a complimentary experience under the SRW Programme, you must fulfil the following conditions:
 - a. You are a Short-Term Visitor (STV) to Singapore.
 - b. You have confirmed a visit to Singapore by mode of Air transport.
 - c. You must not have redeemed, or have had someone else redeem on your behalf, a SRW Experience under the SRW Programme before.

You must register and sign in to your VisitSingapore Account (VSA) in order to be able to redeem your SRW Experience. To be eligible for a VSA, you must be at least 16 years old. The following shall apply in relation to the VSA:

- i. The STV must have a valid VSA at the time of enjoying his or her SRW Experience. For the avoidance of doubt, if the STV deletes his or her VSA before the date of his or her SRW Experience, STV will not be eligible to enjoy the SRW Experience.
 - ii. The STV will not be eligible to enjoy the SRW Experience he or she has redeemed, if any of the declarations or consents (including but not limited to the consent to the use of his or her personal data) he or she has provided at the time of booking are rescinded, inaccurate or untrue.
 - iii. The STV will have their booking details retained for prevention of multiple redemptions, bookkeeping and financial reconciliation purposes, if he or she deletes his or her VSA after their booked experience timeslot elapses.
 - d. You must provide accurate personal details as required in the booking of the SRW Experience. STB reserves the right to revoke your access from the SRW Experience, regardless of intention.
 - e. Experiences booked will be further governed by the Merchants' own Terms and Conditions, which will be shared with the STV at the ticketing stage.
2. The complimentary experience under the SRW Programme must be redeemed between 1 October 2022 and 31 December 2024 (the "Validity Period").
3. The SRW Experiences will be open for booking and redemption up to two (2) weeks from the intended date of the SRW Experience. Booking and redemptions of the SRW Experiences are subject to availability and are on a first-come-first-served basis.

USE OF IMMIGRATIONS AND CHECKPOINTS AUTHORITY (ICA) OF SINGAPORE DATA AND SINGAPOREWARDS PORTAL

4. You shall comply fully with the data protection policy of the Immigrations and Checkpoints Authority (ICA) Of Singapore found at [Website].
5. You shall not utilise another traveller's personal details to gain access to the SRW Portal.
6. You shall comply fully with the Terms of Use of the SRW Portal and shall be responsible for exercising due care over your VSA via the SRW Portal, and you shall not share your account information with any other individuals.
7. STB shall not be liable for any losses or damages suffered by you owing to your loss of or the misuse of your VSA login and password or SRW Experience.

RESTRICTIONS ON USE OF THE SRW EXPERIENCE

8. Except for situations where Merchant(s) are directed or otherwise allowed by STB, SRW Experiences are not exchangeable for cash, credit, cash voucher, gift voucher, gift card or other cash equivalents.
9. You agree as follows: (i) not to resell your allocation to redeem an SRW Experiences for value; and/or (ii) not to transfer SRW Experiences to another person, and (iii) not to resell an experience redeemed using your VSA for value.

REFUND AND EXCHANGE POLICY

10. Unless otherwise set out in these T&Cs, there shall be no refund of SRW Experiences under any circumstances.
11. Regardless of intention, if you have filled in an incorrect personal detail(s) (e.g. inaccuracies in date of birth, nationality or passport number), booked an incorrect SRW Experience and/or booked incorrect date(s) for any SRW Experience(s), your only recourse is to cancel your existing booking and rebook your desired experience to amend the details of such booking(s).
12. If you have redeemed and consumed any SRW Experiences through the SRW Programme but wish to seek a refund owing to an unsatisfactory experience e.g. actual product was not as stated / advertised, you may approach the Authorised Booking Partner for assistance, subject to SRW Programme and Authorised Booking Partner(s)' existing refund and exchange policies.

13. If you have redeemed an SRW Experience under the SRW Programme, but have yet to consume the same and the Merchant is no longer operating, you may approach the Authorised Booking Partner for assistance, subject to the SRW Programme and the Authorised Booking Partner's existing refund and exchange policies.
14. Notwithstanding the refund and exchange policies set out above, STB may, where it deems necessary and appropriate, direct or otherwise allow the Authorised Booking Partner or Merchant(s) to offer cancellations, amendment of dates for bookings, refunds of eligibility of SRW Experiences.

CANCELLATION AND REBOOKING POLICY

15. You may book another SRW Experience if you cancel your booking for the SRW Experience at least 48 hours before the start time of your booked SRW experience
16. A new SRW Experience may be booked if you cancel within the above timeframe, failing which the SRW Experience will be considered consumed and you will not be able to re-book another SRW Experience.

COMPLIANCE WITH ALL APPLICABLE LAWS

17. You shall comply with all applicable laws, codes, measures, directions, guidelines, conditions and advisories ("Requirements").

FORFEITURE OF SRW EXPERIENCES

18. In the event of any breach of the above restrictions on use of SRW Experiences, or any of the T&Cs herein, STB reserves the right to forfeit any unredeemed SRW experiences.
19. STB may, in advance of exercising our right to forfeit any unredeemed SRW experiences, notify you of our intention to do so, whereupon you shall have one (1) day from the date of STB's notice to clarify and to detail reason(s) why you should continue to have access to your unredeemed SRW Experiences. During such period of clarification or any periods of investigation, STB reserves the right to suspend your access to the SRW Portal. If you fail to respond within the aforementioned timeframe, STB shall have the sole and absolute discretion to take any action(s) as it deems necessary and appropriate.

FURTHER PROCEEDINGS

20. You acknowledge and understand that your misuse of the SRW Experience, VSA or breach of the T&Cs including but not limited to the provision of any false and misleading information or any false or inaccurate declaration made may render you liable for criminal prosecution, including (where relevant) under the Penal Code.

WAIVER

21. STB shall not be liable to you in any manner whatsoever for any loss, damage or expenses incurred or suffered by you arising from or in connection with your redemption of the SRW Experience, your failure or inability to redeem the SRW Experience or any replacement vouchers or products offered and accepted by you from the Merchants and/or the Authorised Booking Partner, and/or any discontinuance of the SRW Programme by STB.

22. STB, to the maximum extent permitted by law, disclaims all representations and warranties, express, implied or statutory, including any warranties of merchantability, fitness for a particular purpose, representations as to quality and standard, in relation to the SRW Programme.

AMENDMENTS, DISCONTINUANCE OF SRW PROGRAMME

23. STB reserves the right to vary or supplement the T&Cs herein at any time without prior notice, and such variations or supplement shall be immediately applicable to you. You shall be responsible for checking SRW Portal from time to time for the most current version of these T&Cs.

24. STB shall have the right to discontinue the SRW Programme in whole or in part on the occurrence of any events, circumstances or causes beyond the STB's reasonable control, which shall include but not be limited to acts of God, any labour or trade disputes, strikes, industrial actions or lockouts, riots, terrorist attacks, acts of war or threats of war, armed conflicts, imposition of sanctions, embargoes, epidemics, pandemics, health risks, quarantine requirements, earthquakes, fires, floods, explosions, accidents, collapsing of buildings, nuclear, chemical or biological contamination, and any law or action taken by a Governmental or public authority.

PERSONAL DATA

25. You agree that your personal data may be collected, used, retained, disclosed and / or processed in accordance with STB's Personal Data Protection Policy.

26. If you are redeeming an SRW Experience on behalf of a third party, you declare that you have obtained the consent of the third party for the collection, use, retention, disclosure and / or processing of their personal data for purposes relating to the redemption of the SRW Experience.

GOVERNING LAW AND JURISDICTION

27. The T&Cs shall be governed by the laws of the Republic of Singapore.

28. You and STB submit to the exclusive jurisdiction of the Singapore courts.