

iShopChangi Otter Race - Terms & Conditions

Acceptance of Terms and Conditions

iShopChangi Otter Race ("Contest") is organised by Changi Airport Group (Singapore) Pte. Ltd. ("CAG").

By participating in the iShopChangi Otter Race ("Contest"), each participant ("Participant") agrees to be bound by these Terms and Conditions, including any amendments, additions, replacements, modifications and instructions issued by Changi Airport Group (Singapore) Pte. Ltd. ("CAG") from time to time.

Participation in the Contest constitutes the Participant's full and unconditional agreement to these Terms and Conditions and all decisions made by CAG in relation to the Contest.

1. Contest Period

- The Contest will run from **01 September 2026 to 20 September 2026** (both dates inclusive), unless otherwise determined by CAG.
- The Contest will take place across three (3) designated dates as follows:
 - 01 September 2026
 - 08 September 2026
 - 15 September 2026
- Clues for each wave will be released on the respective dates at timings determined solely by CAG.

2. Contest Eligibility

2.1. The Contest is open to individuals who:

- a. are registered Changi Rewards (CR) members at the time of entry and winner verification;
- b. are at least eighteen (18) years of age at the time of participation; and
- c. have fulfilled the Qualifying Spend requirement set out in Clause 5.

2.2. Participation in the Contest is free, subject to fulfilment of the eligibility requirements and compliance with these Terms and Conditions.

2.3. CAG reserves the right to verify the eligibility of any participant and to require supporting documentation for verification purposes.

2.4. The Contest is not open to:

- a. employees of CAG;
- b. employees of CAG's subsidiaries, affiliates and related corporations;

- c. employees, contractors, consultants, agency personnel and temporary staff engaged by CAG in connection with the development, administration, marketing or operation of the Contest;
 - d. employees of participating tenants, sponsors, prize suppliers and fulfilment vendors involved in the Contest; and
 - e. any individual who has directly participated in the planning, design, production, implementation, management or execution of the Contest.
- 2.5. Immediate family members (including spouses, parents, children and siblings) and household members of the persons listed in Clause 3.4 may also be deemed ineligible at CAG's sole discretion.
- 2.6. CAG reserves the right to disqualify any participant where it reasonably believes that the participant has obtained an unfair advantage, had access to non-public information, or was involved in the planning or administration of the Contest.

3. How To Participate

- 3.1. For each Contest wave, participants must:
- a. follow the clue(s) released by CAG;
 - b. locate the hidden otter on iShopChangi.com;
 - c. click on the hidden otter; and
 - d. complete and submit the entry form with all required particulars- Name, email address (registered with the CR account) and CR account number.
- 3.2. An entry shall be deemed received only when successfully submitted and recorded by CAG's systems.
- 3.3. CAG shall not be responsible for any incomplete, delayed, corrupted, lost, misdirected or unsuccessful submissions arising from technical issues or any other reason.

4. Entry Limits

- Each participant may submit only one (1) entry per wave.
- Multiple submissions for the same wave may be disqualified.
- Participation in one wave does not automatically qualify an entrant for subsequent waves.
- Each participant is eligible to win only one (1) prize throughout the Promotion Period. Once a participant has been selected as a winner in any wave, they will not be eligible to win in subsequent waves.

5. Qualifying Spend Requirement:

- To be eligible for prize consideration, participants must have incurred a qualifying spend on iShopChangi during the period of 1 September 2026 to 20 September 2026.
- A qualifying spend means:
 - Eligible receipts or transactions recognised under the Changi Rewards programme; and
 - Any minimum spend and transaction requirements determined by CAG.

- Each Qualifying Spend transaction must have a final transaction value of more than SGD0 and must not be cancelled, reversed, disputed, exchanged for a full refund or refunded in whole or in part.
- Any transaction used to satisfy the Qualifying Spend requirement must be a completed and valid purchase with a final net spend amount greater than SGD0.
- CAG reserves the right to request proof of purchase and transaction verification.

6. Campaign Winners & Prizes

- 6.1. Three (3) winners will be selected for each Contest wave, for a total of nine (9) winners across all three (3) waves.
- 6.2. Each winner shall receive one (1) bestselling item selected by CAG from categories including, but not limited to, beauty, technology and liquor products ("Prize").
- 6.3. The retail value of each Prize shall be at least **SGD300**.
- 6.4. The specific Prize awarded to each winner shall be determined solely by CAG
- 6.5. Each participant is entitled to win a maximum of one (1) Prize throughout the Contest Period. Participants who have won a Prize in any wave shall not be eligible to win another Prize in a subsequent wave.
- 6.6. CAG reserves the right at any time and without prior notice to:
 - a. substitute, replace, vary or modify any Prize;
 - b. award an alternative prize of equivalent or greater value;
 - c. amend the category, brand, model, variant, vintage or specification of any Prize; and/or
 - d. modify the Prize selection at its sole discretion.
- 6.7. All Prizes are non-transferable, non-exchangeable and non-redeemable for cash, credit or any other alternatives, unless otherwise determined by CAG

7. Winner Selection

- The Contest is a speed-based promotion.
- For each Contest wave, the first three (3) eligible participants with the earliest valid entry timestamps shall be selected as winners.
- To be eligible to win, a participant must:
 - a) successfully locate the hidden otter;
 - b) click on the hidden otter(s)
 - c) complete and submit the entry form; and
 - d) satisfy all eligibility requirements, including the Qualifying Spend requirement.

- Entries will be ranked according to the timestamp recorded by CAG's systems upon successful submission of the entry form.
- CAG's records shall be final and conclusive in determining the timing, ranking and validity of all entries.
- Participants who do not satisfy the Qualifying Spend requirement, fail any verification checks, provide incomplete or inaccurate information, or are otherwise found to be ineligible shall be disqualified.
- Where a participant is disqualified, the Prize shall be awarded to the next eligible participant in chronological order of entry.
- A participant who has already won a Prize in an earlier wave shall not be eligible to receive another Prize. In such event, the Prize shall be awarded to the next eligible participant in chronological order of entry.
- CAG's determination of winner eligibility, entry validity and winner selection shall be final and binding, and no correspondence, appeal or dispute will be entertained.
- The time at which a participant locates the hidden otter does not by itself guarantee winning. All participants must satisfy the eligibility criteria, including the qualifying spend requirement.
- CAG reserves the right to determine the winner selection methodology and eligibility verification process.

8. Winner Notification and Prize Fulfilment

- Winners will be notified of their prize confirmation via the email address registered to their Changi Rewards account.
- Prize confirmation emails will be sent within sixty (60) days after the end of the Contest Period.
- Each winner must acknowledge and accept the Prize by replying in accordance with the instructions stated in the prize confirmation email within five (5) calendar days from the date the email is sent.
- If a winner fails to respond within the stipulated five (5)-day period; declines the Prize; cannot be contacted using the email address linked to his/her Changi Rewards account; or is subsequently determined by CAG to be ineligible, the winner shall forfeit the Prize without compensation, and CAG reserves the right to award the Prize to the next eligible participant in chronological order of entry.
- Upon receipt of the winner's acceptance and successful verification of eligibility, CAG will arrange for the Prize to be dispatched within seven (7) calendar days.
- CAG shall not be responsible for any unsuccessful delivery, delay, loss or non-receipt of the prize confirmation email or Prize arising from inaccurate, outdated or incomplete information provided by the winner, or from circumstances beyond CAG's reasonable control.

- Any taxes, duties, levies or ancillary costs associated with the acceptance, receipt or use of a Prize shall be borne solely by the winner, unless otherwise stated by CAG.

14. Limitation of Liability

- CAG shall not be liable for:
 - Any technical malfunction or interruption; Lost, delayed, incomplete or corrupted entries; Any injury, loss or damage arising from participation in the Contest or acceptance of any prize;
 - or Any circumstances beyond CAG's reasonable control.

15. Modification, Suspension or Cancellation

- CAG reserves the right to amend, suspend, terminate or modify the Contest and these Terms & Conditions at any time without prior notice where necessary.

16. Governing Law

- These Terms & Conditions shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising out of or in connection with the Contest shall be subject to the exclusive jurisdiction of the Singapore courts.
- All personal data will be handled in accordance with CAG's Privacy Policy and applicable data protection laws.