

iShopChangi 9.9 Double Day Campaign Contest 2026 (Terms and Conditions)

1 Sep – 20 Sep 2026

TERMS OF CAMPAIGN

1. Acceptance Of Terms And Conditions

- 1.1 By participating in the “iShopChangi Buy & Fly: Double Day Campaign” Campaign (the “**Campaign**”), each Participant confirms that he/she has read, understood and agrees to be bound by these terms & conditions set out herein, including any other requirements set out in any Campaign-related promotional material, and all amendments, additions, replacements and modifications thereto as may be made from time to time (the “**Terms and Conditions**”).
- 1.2 This Campaign is organised and administered by Changi Airport Group (Singapore) Pte Ltd (“**CAG**”).
- 1.3 As a condition of entry into the Campaign, each Participant affirms and represents that he/she is 18 years of age and older and agrees to be bound in all respects by these Terms and Conditions. If a Participant is below 18 years old, he/she must and will be deemed to have in any event, obtained consent from his parent(s) or legal guardian(s), their acceptance of these T&Cs and their agreement to take responsibility for his/her acts and omissions in connection with his/her entry into this Campaign and/or use of the Prize(s), as the case may be.

2. Campaign Eligibility Criteria

- 2.1 This Campaign is open to participants who (each a “**Participant**” and collectively the “**Participants**”):
- a. are aged 18 years and above (as at the date of their participating in the Campaign); and
 - b. are not persons within the Excluded Categories.

“**Excluded Categories**” refer to:

- a. Directors and employees of CAG and any of the subsidiaries, the Civil Aviation Authority of Singapore, CAG’s appointed agencies (including vendors, auditors, including any other persons who are involved in organising, promoting and/or conducting the Campaign);
- b. Immediate family members of persons who fall within the class of persons referred to above. “**Immediate family members**” refer to spouses, children, parents, parents-in-law and siblings;
- c. Any person who is or becomes insane, deceased, insolvent or is the subject of a criminal investigation, or has criminal proceedings instituted against him/her in any jurisdiction (at the time of entry and/or the draw);

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- d. Any person whose participation in and/or association with the Campaign may cause (in the sole and absolute opinion of CAG) and/or the Campaign, any disrepute, contempt, scandal, ridicule, or cause CAG and/or the Campaign to be perceived unfavourably; and
- e. Any other person or class of persons deemed ineligible or notified by CAG as being ineligible from time to time.

2.2 CAG reserves the right (in its sole and absolute discretion) to determine the eligibility of any person in relation to the Campaign, and CAG may at any time during the Campaign disqualify any person from participating in the Campaign without providing any reason if it determines that such person does not meet the eligibility criteria above.

3. Campaign Mechanics And Conditions Of Participation

3.1 The Campaign shall commence from 01 September 2026 (0000hrs, Singapore Time) and end on 20 September 2026 (2359hrs, Singapore Time) (the “Campaign Period”).

3.2 To take part in the Campaign, each Participant shall:

- a. Be 18 years and above as at the commencement of the Campaign Period; **and**
- b. Have a valid **iShopChangi account** registered in their name; **and**
- c. Have made at least one valid purchase using Mastercard on iShopChangi during the Campaign Period (excluding the ineligible transactions stated in Clause 3.5 below).

3.3 The winner of the Campaign (the “**Winner**”) will be determined as follows:

- a. The Winner will be selected via a random draw from all eligible Participants who have made at least one eligible transaction, using Mastercard, during the Campaign Period. Each eligible Participant will receive one (1) chance in the draw, regardless of the number of eligible transactions made.
- b. The winner will be notified via the contact details provided at the time of entry (e.g., email address associated with their iShopChangi account/ It is the Participant's responsibility to ensure that their contact information is accurate.
- c. In the event that the selected Winner is found to be ineligible or does not meet the requirements set out in these Terms and Conditions, an alternate Winner will be drawn.

3.4 Each Participant represents and warrants that any personal data the participant discloses to CAG is complete and accurate. Each Participant shall fully indemnify CAG against any loss or damage that may result from his or her breach of this clause.

3.5 The following transactions are ineligible for the purposes of the Campaign:

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a. Transactions that are not completed (orders with incomplete payments, including those with pending payments or declined credit card transactions), cancelled, fully or partially refunded, or otherwise reversed. CAG reserves the right to disqualify any transactions or participants suspected of fraudulent activity, misuse, or violation of the Campaign's Terms and Conditions.

4. Prizes

4.1 The following prizes have been allocated for the Campaign (each a **"Prize"**, collectively the **"Prizes"**):

a. One (1) set of economy-class round-trip tickets from Singapore to Vienna, Austria – details of the flight route shall be approved by CAG.

4.2 Upon the Participant's fulfilment of the eligibility requirement as stated in Clause 3 above, each Participant will be enrolled in the lucky draw for the destination prize.

4.3 Each Participant is entitled to only one (1) chance to participate in the draw during the Campaign Period, regardless of the number of eligible transactions made.

4.4 The draw chance is non-transferable and will expire at the end of the Campaign Period.

4.5 The destination prize shall be referred to as the **"Prize"**. A winner of the destination prize is referred to as a **"Prize Winner"**.

4.6 After the end of the Campaign Period (i.e. 1 January to 10 January), CAG will conduct one lucky draw **thirty (30) days** following the end of the campaign, to select one winner of the destination prize (**"Prize Winner"**) from all eligible Participants for that relevant campaign period.

4.7 All Prize Winner(s) will be selected and notified within **forty-five (45) days** following the end of the Campaign, or such other later date as may be determined by CAG and/or notified on its official website.

4.8 All Prize Winner(s) will be notified in writing by email using the details as stated provided via the Campaign website. The Prize Winners must respond and claim the Prize in writing by email within **seven (7) calendar days** from the date of the notification, failing which the Prizes shall be treated as unclaimed and shall be deemed forfeited. Prizes must be claimed in the manner and by the date notified by CAG, which may be changed at CAG's absolute discretion.

4.9 All Prize Winner(s) shall provide proof of identity, age and residency and such other documents as CAG may reasonably require. In the event that the Prize Winner(s) is unable to provide, he or she shall be deemed to have forfeited the Prize.

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- 4.10 All Prize Winners shall redeem their Prize/flight tickets through CAG's appointed travel partner and/or agency. CAG shall provide the Prize Winners with the contact details of the appointed travel partner and/or agency and it shall be the Prize Winner's responsibility to take such steps to make contact with the appointed travel partner and/or agency so as to redeem the flight tickets and conclude a booking. **Booking(s) must be completed within 4 weeks from the date of their prize acknowledgement.**
- 4.11 All Prize(s) are only valid for redemption for a period of 06 months **from the date of award** (both dates inclusive), after which the Prize shall be deemed forfeited, and there shall be strictly no extensions. CAG will not entertain any appeals whatsoever.
- 4.12 All flight bookings must depart to and return from Singapore, and the two (2) return flight tickets must be redeemed and booked in the same booking. One of the passengers must be the Prize Winner. Prize Winners are not allowed to redeem and book the flight tickets across separate bookings.
- 4.13 CAG will only cover booking costs up to a maximum of S\$5,000. Any amount exceeding this limit must be borne by the Prize Winner. If the total booking cost is below S\$5,000, the remaining balance will not be refunded or exchanged for cash or any other form of credit or compensation.
- 4.14 Prize(s) shall not be exchanged or substituted, except that, subject to the limitations set forth in Section 4.9, the Prize Winner may elect to change the destination provided that the flight/transport cost to the new destination does not exceed the stated amount. Except for such permitted destination changes, Prize Winners shall not, under any circumstances, alter the flight origin or exchange, transfer, or substitute their Prize(s) with CAG, another Prize Winner, or any other person.
- 4.15 Prize Winners acknowledge that in order to redeem the flight tickets and/or otherwise be allowed onboard the flight as a passenger, the appointed travel partner and/or agency may impose such other requirements, terms and conditions. CAG is not and does not purport to act as an agent of the appointed travel partner and/or agency.
- 4.16 The Prize does not cover internal/domestic flights within the destination country. The winner is responsible for arranging and paying for any domestic transfers, including flights, trains, or other transport.
- 4.17 The Prize Winner may select their flight date to the prize destination within a maximum period of one (1) year from the prize announcement date.
- 4.18 CAG will announce the Prize Winner(s) across **its owned media ecosystem**, including the iShopChangi website, social media handles, and/or marketing EDMs. To protect the privacy of our participants, such announcements may feature redacted identifiers (e.g., "John D." or "Order #12345").

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- 4.19 The Prize is subject to availability of flights and blackout periods imposed by the airline.
- 4.20 All Prizes are non-transferable, non-refundable and non-exchangeable for cash, credit, goods or benefits-in-kind, unless otherwise stated. There shall be no refund or exchange for any partially used or unused prize. CAG reserves the right to replace or change the Prizes without prior notice.
- 4.21 The Prize Winner is responsible for all taxes payable on the Prize (including but not limited to, Goods and Services Tax, Airport Tax, etc.).
- 4.22 Travel insurance, visas, and other travel-related costs are not included and must be borne by the Prize Winner.
- 4.23 CAG shall not be liable to compensate any Prize Winner if they are unable to use the Prize, are unable/fail to make bookings via the appointed travel partner and/or agency, or in any event whatsoever. CAG makes no representation, warranty or undertaking whatsoever as to any implied terms or conditions with respect to any Prize.
- 4.24 CAG shall not be responsible for any consequences, including but not limited to loss of life, injury to person and/or damage to property, arising from and/or in connection with the use of the Campaign, redemption and/or use of the Prizes.
- 4.25 CAG reserves the right to deny or claw back any Prize awarded to any Prize Winner should the Prize Winner subsequently be found to be disqualified or ineligible to participate in the Campaign. CAG's determination on all matters relating to the Campaign shall be final, conclusive and binding. No correspondence and/or appeals will be entertained.
- 4.26 All Prize Winners whose Prizes have been unclaimed/unredeemed or forfeited hereunder shall not be entitled to any payment or compensation.
- 4.27 Failure to respond to any notification from CAG in relation to any Prize won, to take the necessary steps to claim, redeem and/or book the Prize, or to provide any information or material required for the claim/redemption/collection of any Prize, shall be deemed a failure to claim/redeem such Prize. CAG reserves the right to donate any unclaimed or unredeemed Prizes to such charities of its choice or replace the winner with another Participant.

DISCLAIMER OF LIABILITY FOR ACCIDENTS & INSURANCE

- 4.28 CAG will not bear or be responsible for any accidents, injuries, or medical expenses incurred during or as a result of travel associated with the Prize.
- 4.29 The winner is solely responsible for securing travel insurance at their own cost.

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4.30 CAG shall not be held liable for any losses, delays, disruptions, or cancellations caused by third-party providers, including airlines and travel agencies.

FORCE MAJEURE & THIRD-PARTY DISRUPTIONS

4.31 CAG shall not be responsible or liable for any cancellations, delays, or changes to the Prize due to circumstances beyond its control, including but not limited to:

- a. Natural disasters (e.g., earthquakes, floods, hurricanes).
- b. Pandemics, epidemics, or public health crises (e.g., COVID-19).
- c. Government-imposed travel restrictions, border closures, or lockdowns. Airline bankruptcies, strikes, or operational failures.
- d. War, civil unrest, terrorism, or other security concerns.

4.32 In such events, the Prize will not be substituted, reissued, or refunded. The winner shall have no claim against CAG for any losses, including travel expenses, accommodation costs, or other related expenditures.

4.33 CAG is not liable for any additional costs or financial losses incurred due to travel disruptions, including but not limited to: Flight cancellations or rescheduling. Quarantine requirements or health regulations. Changes in visa policies or entry restrictions.

5. Personal Data & Privacy

5.1 By participating in the Campaign, you confirm that you consent to the collection, use, processing and disclosure of your data (including personal data) in accordance with Changi Airport's Privacy Policy, which is available at: <https://www.changiairport.com/en/privacy-policy.html>. Such personal data includes but is not limited to your full name, contact details, date of birth, home address, flight arrival and/or departure details. We may also collect information that is sent automatically by your web browser, computer, mobile phone, tablet or other device, if applicable.

5.2 The purposes for which personal data collected by CAG from you may be used and/or shared with third parties include but are not limited to conducting and administering the Campaign and communicating with you in relation to the Campaign; facilitating the selection and notification of Prize Winners, promoting and advertising the Prize Winners; matching your personal data collected through the Campaign registration page with other data that CAG holds in its database so as to optimise operations and improve the services offered (such as providing relevant and personalised content) to you via your registered mobile or email address provided; statistical analysis; and for CAG to fulfil its obligations under these Terms & Conditions. In particular, if you are a Prize Winner, you further and specifically consent to

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CAG providing such third party travel agency and/or partner all such personal data provided to us so as to facilitate the redemption and booking of the Prize/flight tickets, contact you for marketing purposes and/or to conduct analysis and research (collectively, the “**Relevant Purposes**”).

- 5.3 You represent and warrant that the personal data which you disclose to CAG during the Campaign registration process is true, complete and accurate. CAG shall not be held liable and shall be fully indemnified by you for any incorrect or inaccurate personal data provided.
- 5.4 To promote and advertise the Campaign, CAG reserves the right to engage authorised photographers and videographers to take photographs and/or video recordings. By participating in the Campaign, you consent to being photographed and recorded by authorised photographers and videographers as customers participating in the Campaign and consent to the use of such images, films or recordings for public transmission and for the marketing and publicity materials of Changi Airport. To the fullest extent permitted by law, CAG shall not be liable in contract, tort (including negligence) or otherwise, for any direct loss, indirect or consequential loss, damage, cost and expense, or loss or profits, arising out of or in connection with the Campaign.
- 5.5 By accepting a Prize, each Prize Winner consents to the collection and public disclosure of the Prize Winner’s full name and image recordings for audit, publicity and/or commercial purposes in relation to any and all of CAG promotional and marketing activities, including this Campaign. Each Prize Winner further agrees to participate in any advertising, promotion, media interviews and publicity activities stipulated by CAG in relation to the Campaign, and to provide and permit the use of their personal data for any future marketing efforts and media publicity by CAG’s promotional and marketing activities. Accordingly, unless otherwise permitted by CAG, failure to comply or refusal to agree with this clause shall result in disqualification and forfeiture of all relevant Prizes.
- 5.6 If you have opted in for additional marketing and promotional content during the registration process, you hereby also consent to receiving electronic direct mailers (eDMs) and marketing promotional material (such as information, news, offers and promotions about exclusive deals, offers and events) regarding Changi Airport and Jewel Changi Airport (collectively the “**Additional Offers**”), via your mobile number or email address provided on the Campaign registration page during the registration process. You may at any time, unsubscribe from the Additional Offers by updating your subscription preferences by clicking on “unsubscribe” located at the bottom of the Additional Offers communication. Please note that you will continue to receive Campaign Updates even if you have opted out of receiving Additional Offers. If you wish to unsubscribe from Campaign Updates, you will have to similarly update your subscription preferences from the Campaign Updates communication. However, should you do so, you may not be able to participate in the Campaign.

6. LIABILITY AND INDEMNITY

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- 6.1 To the fullest extent permitted by law, CAG shall not be liable in contract, tort (including negligence) or otherwise, for any direct loss, indirect or consequential loss, damage, cost and expense, or loss or profits, arising out of or in connection with the Campaign, save and except for any personal injury or death caused by the negligence of CAG and its employees.
- 6.2 CAG shall not be held liable or responsible for any disputes that Winners may have with our Partners or any other third parties, regarding the use of the Prize.
- 6.3 Participants agree that they will indemnify and hold harmless CAG, and its directors, officers, employees, agents, contractors (each an “Indemnified Party”) from and against all claims, demands, chose in action, judgments, suits, proceedings, liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties, legal costs (calculated on a full indemnity basis and including solicitor and client costs) and all other professional costs and expenses) suffered or incurred by an Indemnified Party arising out of or in connection with their participation in the Campaign.

7. GENERAL CAMPAIGN TERMS & CONDITIONS

7.1 CAG reserves the right to:

- a. Refuse the participation of any person in the Campaign and/or disqualify any participant of the Campaign for any reason whatsoever, including but not limited to using multiple accounts, false transactions, unsafe or unruly behavior that may result in harm or damage to that person or any other persons; and
- b. Change or vary these Terms and Conditions as it deems fit, without prior notice. Should any dispute arise, CAG’s decision on all matters relating to the Campaign and these Terms and Conditions is final, conclusive and binding on all participants and no correspondence will be entertained.

7.2 CAG makes no representation, warranty or undertaking whatsoever as to any implied terms or conditions or as to the accuracy, completeness and timeliness of any content or information regarding the Campaign contained on its official website, or on any Campaign-related collaterals/materials. All information is accurate at time of print/publishing. CAG shall not be liable for any dissatisfaction, damages, loss, injury or inconvenience arising from the materials published or printed in relation to the Campaign.

7.3 CAG reserves the right to amend, modify or delete any content and information regarding the Campaign on its official website or on Campaign-related collaterals/materials; to correct any errors in any notified Campaign mechanics, evaluation of the Campaign submissions, or Campaign results and Winners and to vary or amend these Terms & Conditions at any time, without providing any prior notice. Any such changes shall be effective and binding once it

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has been updated on CAG's official website. CAG accepts no liabilities arising from or in connection with these corrections or amendments, including without limitation any liabilities from the change in the Winners resulting from the correction.

- 7.4 In the event of any inconsistency between these Terms & Conditions and any other form of publicity collaterals relating to a Campaign, these Terms & Conditions shall prevail.
- 7.5 These Terms & Conditions may be translated into another language other than English. In the event of any inconsistency between the English version and any other translation hereof, the English language version shall prevail.
- 7.6 All decisions made by CAG regarding the interpretation and application of these Terms & Conditions or on all matters relating to a Campaign shall be final and conclusive in each case.
- 7.7 All Winners will be selected at CAG's discretion based on the rules or criteria set for the Campaign. CAG is not obliged to entertain any correspondence relating to the decisions of CAG.
- 7.8 CAG reserves the right to cancel the Campaign if circumstances arise outside of its reasonable control.
- 7.9 Participants acknowledge that the Campaign is in no way sponsored, endorsed or administered by, or associated with the social media site or platform on which it is hosted.
- 7.10 These Terms & Conditions are not intended to confer rights to any third party under the Contracts (Rights of Third Parties) Act (Cap. 53B).