

## iShopChangi Buy More Fly More Contest (Terms and Conditions)

21 Sep – 11 Nov 2026

### TERMS OF CAMPAIGN

#### 1. Acceptance Of Terms And Conditions

1.1 By participating in the “**iShopChangi Buy More Fly More Campaign**” Campaign (the “**Campaign**”), each Participant (as defined below) 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 (or if a Participant is below 18 years old, he/she has sought and obtained parental/legal guardian consent for the participation in the Campaign and to be bound in all respects by these Terms and Conditions). If required by CAG, Participants shall submit proof of parent/legal guardian consent for their participation in the Campaign.

#### 2. Campaign Eligibility Criteria

2.1 As at the time of participation in the Campaign, this Campaign is open to participants who:

- a. meet the specific requirements of the Campaign as detailed in **Clause 3** below; and
- b. do not fall within the Excluded Categories.

(each a “**Participant**” and collectively the “**Participants**”)

2.2 “**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 in **Clause 2.2(a)** above. “**Immediate family members**” means spouses, children, parents, parents-in-law and siblings;

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- 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);
- d. any person whose participation in and/or association with the Campaign may cause (in the sole and absolute opinion of CAG) Singapore Changi Airport, CAG and/or the Campaign any disrepute, contempt, scandal, ridicule, or cause Singapore Changi Airport, 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.

2.3 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. Specific Terms for Participation

3.1 The Campaign shall commence from 21 September 2026 (0000hrs, Singapore Time) and end on 11 November 2026 (2359hrs, Singapore Time) (the “Campaign Period”).

3.2 The Campaign: Participants who meet the Minimum Qualifying Spend (as hereinafter defined) are eligible to take part in lucky draw(s) for a chance to win the Prize(s) under the Campaign (the “Prize Draw(s)”).

#### 3.3 QUALIFYING PERIOD OF PURCHASE

- a. The Minimum Qualifying Spend (as herein defined) must be made during the Campaign Period on **iShopChangi**.
- b. The Minimum Qualifying Spend made on **iShopChangi** shall be determined based on the transaction date.

#### 3.4 MINIMUM QUALIFYING SPEND

- a. “**Minimum Qualifying Spend**” refers to the applicable accumulated spend threshold attained by a Participant during the Campaign Period, calculated based on the net transaction value of eligible purchases made on **iShopChangi** through a single **iShopChangi** account registered in the Participant’s name, after the deduction of all discounts, promotional codes, vouchers, refunds, credits or other deductions, as follows:

| Prize Draw Tier       | Accumulated Spend Threshold |
|-----------------------|-----------------------------|
| Tier 1 – Quick Escape | S\$500                      |
| Tier 2 – City Break   | S\$800                      |

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|                                 |                                                                 |
|---------------------------------|-----------------------------------------------------------------|
| <b>Tier 3 – Long-Haul Dream</b> | S\$1,200                                                        |
| <b>Grand Draw – Bucket List</b> | S\$5,000 fully paid using Mastercard during the Campaign Period |

- b. For the avoidance of doubt, the following amounts shall be **excluded from all Minimum Qualifying Spend**:
- amounts paid using vouchers (whether physical or electronic vouchers, and including but not limited to Changi e-Vouchers, Changi e-Voucher Flexi, Changi e-Voucher card; and
  - amounts offset using Changi Rewards points.
- c. Participants who qualify for a higher Prize Draw tier shall also be eligible for all lower Prize Draw tiers.
- d. Each Participant shall be entitled to only one (1) entry per Prize Draw tier, regardless of the amount spent in excess of the applicable Minimum Qualifying Spend.
- e. CAG's determination of the Participant's accumulated spend and eligibility for any Prize Draw shall be final and conclusive.

### 3.5 ORDER CANCELLATION / REFUND POLICY

- a. To qualify for the Campaign, sales transactions which have been used to qualify for the registration for the Prize Draw(s) under the Campaign must be valid, completed transactions and must not be subject to incomplete payment, pending payment, declined payment, cancellation, refund (whether in whole or in part), reversal, chargeback or any similar adjustment.
- b. Participant(s) will be disqualified and any Prize(s) awarded will be forfeited if any sales transaction used to attain the Minimum Qualifying Spend is subsequently cancelled, refunded (whether in whole or in part), reversed or subject to a chargeback.

### 3.6 PRIZE DRAW(S)

- a. To participate in the Campaign, each Participant shall:
- be 18 years and above as at the commencement of the Campaign Period or if he/she is below the age of 18, he/she has sought and obtained parental/legal guardian consent for participation in the Campaign;
  - have a valid **iShopChangi** account registered in their name; and
  - have met the Minimum Qualifying Spend on **iShopChangi** during the Campaign Period.

## 4. Prize Draw Registration

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4.1 Participants who satisfy the requirements set out in **Clause 3.6** will be automatically enrolled into the corresponding Prize Draw tier(s) for which they qualify.

4.2 Each Participant shall be entitled to one (1) entry into the corresponding Prize Draw tier(s) based on his/her accumulated spend. No additional entries will be awarded for spend exceeding the Minimum Qualifying Spend threshold for that Prize Draw tier.

4.3 Participants who qualify for a higher Prize Draw tier shall be entered into all lower Prize Draw tier. However, each Participant may win only one (1) Prize during the Campaign.

### 5. Prize Draw Results

5.1 Within forty-five (45) days after the end of the Campaign Period, or such later date as may be determined by CAG, CAG will conduct the Prize Draw(s) to select ten (10) winners from all qualifying Participants (each a **"Prize Winner"** and collectively the **"Prize Winners"**).

5.2 Each Participant is entitled to win only one (1) Prize throughout the entire Campaign. If a Participant is selected as a Prize Winner in more than one Prize Draw tier, only the highest-value Prize shall be awarded and a replacement winner shall be drawn for the remaining Prize Draw tier(s).

5.3 Prize Winners will be selected through a computerised random selection process from all qualifying Participants.

5.4 In the event that a selected Prize Winner is found to be ineligible or does not meet the requirements set out in these Terms and Conditions, CAG reserves the right to select an alternate Prize Winner from the pool of eligible Participants for the relevant Prize Draw tier.

### 6. Prizes

6.1 Each Prize Winner will receive the applicable Prize corresponding to the Prize Draw tier in which he/she is selected as the winner, as follows:

#### a. Tier 1 – Quick Escape

- Three (3) Prize Winners will each receive one (1) pair of return air tickets to either Bali or Phuket.

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- The maximum value for this Prize shall be **S\$1,000** per pair of tickets.

### b. Tier 2 – City Break

- Three (3) Prize Winners will each receive one (1) pair of return air tickets to either Japan, China or Australia.
- The maximum value of this Prize shall be **S\$2,500** per pair of tickets.

### c. Tier 3 – Long-Haul Dream

- Three (3) Prize Winners will each receive one (1) pair of return air tickets to a destination in Europe.
- The maximum value for this Prize shall be **S\$4,000** per pair of tickets.

### d. Grand Draw – Bucket List

- One (1) Prize Winner will receive one (1) curated **iShopChangi** travel experience for the Prize Winner and one (1) travelling companion.
- The maximum value for this Prize shall be **S\$15,000**.
- The Prize Winner may choose one (1) of the following travel concepts:
  - The Dreamer (Northern Lights);
  - The Romantic (Kazakhstan); or
  - The Aristocrat (Europe).

(collectively the “**Prizes**”)

6.2 Prize Winners will be notified by CAG in writing by email in accordance with the personal contact details linked to the Prize Winner’s **iShopChangi** account. CAG may, but shall not be obliged to, also notify the Prize Winner via telephone.

6.3 Prize Winners must acknowledge the email within seven (7) calendar days from the date of notification of their selection as a Prize Winner, failing which the Prize Winner shall be automatically disqualified, and CAG reserves the right to award the Prize to another reserve Prize Winner drawn from the pool of eligible Participants.

## 6.4 REDEMPTION AND TRAVEL VALIDITY

- a. For Tier 1, Tier 2 and Tier 3 Prizes, Prize Winners shall redeem their Prize through Changi Travel Services ("CTS"). For the Grand Draw Prize, the Prize shall be fulfilled through CAG's appointed travel agency and/or travel partner as determined by CAG.

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- b. Bookings must be completed within six (6) weeks from the date of Prize notification.
- c. All travel under the Prize must be completed within six (6) months from the date of award, after which the Prize shall be deemed forfeited. No extensions will be granted.
- d. All flight bookings must depart from and return to Singapore, and all tickets forming part of a Prize must be redeemed within the same booking. One traveller must be the Prize Winner.

### 6.5 PRIZE VALUE AND COVERAGE

- a. For Tier 1, Tier 2 and Tier 3 Prizes, CAG will cover only the cost of the pair of return flight tickets awarded under the applicable Prize tier, subject to the maximum Prize value set out in **Clause 6.1**. Accommodation, travel insurance, visas, airport transfers, domestic transportation, meals, attractions, tours and all other travel-related expenses are not included.
- b. For the Grand Draw Prize, CAG will arrange the travel experience selected by the Prize Winner pursuant to **Clause 6.6(b)**, subject to a maximum Prize value of S\$15,000. The S\$15,000 maximum Prize value may be applied towards flights, accommodation, airport transfers, ground transportation, tours, attractions, experiences and such other travel-related components as determined by CAG and/or its appointed travel agency.
- c. Any costs incurred in excess of the applicable Prize value shall be borne solely by the Prize Winner and/or travelling companion.
- d. Any unused portion of a Prize value shall be forfeited and shall not be refunded, exchanged for cash, converted into credit, or otherwise compensated.

### 6.6 DESTINATION SELECTION AND TRAVEL ARRANGEMENTS

- a. Prize Winners must redeem the Prize in accordance with the applicable Prize tier and destination category set out in **Clause 6.1**.
- b. For the Grand Draw Prize, the Prize Winner may choose the country(ies), city(ies), attractions and itinerary within the selected travel concept, subject to availability, operational feasibility, third-party terms and conditions, approval by CAG and/or CTS, and the maximum Prize value of S\$15,000.
- c.
- d. The scope, duration and inclusions of the Grand Draw Prize shall depend on the selected destination(s), travel period, prevailing travel costs, availability of flights, accommodation and experiences, operational feasibility and the applicable Prize value. CAG does not

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guarantee any minimum number of travel days, accommodation nights, tours, attractions or experiences.

### **6.7 THIRD-PARTY PROVIDERS**

- a. For Tier 1, Tier 2 and Tier 3 Prizes, bookings shall be facilitated by CTS. For the Grand Draw Prize, bookings and travel arrangements shall be facilitated by CAG's appointed travel agency and/or travel partner. Prize Winners shall be bound by all applicable booking conditions, travel requirements and terms and conditions imposed by CTS and/or CAG's appointed travel agency or travel partner, as applicable.
- b. CAG shall have sole discretion to determine the final itinerary, service providers, accommodation category, transportation arrangements and travel inclusions for the Grand Draw Prize, provided that the overall travel experience remains substantially similar to the selected travel concept. Any destinations, attractions, experiences, accommodation, transportation arrangements, sample itineraries or travel concepts featured in Campaign materials are illustrative only. CAG reserves the right to modify, substitute, remove or replace any travel component at its sole discretion, subject to operational requirements, availability and the applicable Prize value.
- c. CAG does not guarantee that any specific destination, travel date, airline, routing, accommodation, attraction, tour or itinerary requested by a Prize Winner can be secured within the applicable Prize value. All bookings remain subject to availability, prevailing prices and approval by CAG and/or its appointed travel agency. CAG reserves the right to propose reasonable alternatives where necessary.
- d. Airlines, hotels, attractions, tour operators, transportation providers and other third-party service providers may impose their own terms and conditions, cancellation policies, booking requirements, age restrictions and operational requirements. Redemption and use of any Prize shall be subject to such applicable terms and conditions.
- e. Once any booking has been confirmed, any cancellation, amendment, rebooking, no-show fee or other charge imposed by airlines, hotels, attractions, tour operators, transportation providers or other travel service providers shall be borne solely by the Prize Winner and/or travelling companion. CAG shall not be responsible for any such costs.

### **6.8 GENERAL PRIZE CONDITIONS**

- a. The Prizes are subject to travel availability, airline seat inventory and blackout dates imposed by airlines and travel suppliers.

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- b. CAG shall not be liable to compensate any Prize Winner if they are unable to or fail to use the Prize, whether due to loss, deletion, technical error or any other reason whatsoever. CAG makes no representation, warranty or undertaking whatsoever as to any implied terms or conditions with respect to any Prize.
- c. 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 unused or partially used Prize. CAG reserves the right to replace or change the Prizes without prior notice.
- d. All Prizes won cannot be re-sold or used for any commercial gain, otherwise the Prizes will be voided.
- e. 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 this, he or she shall be deemed to have forfeited the Prize.
- f. All Prize Winner(s) are responsible for all taxes payable on the Prize (including but not limited to, Goods and Services Tax, Airport Tax, etc.).
- g. CAG shall not be responsible for any consequences, including but not limited to loss of life, personal injury and/or damage to property, arising from and/or in connection with participation in the Campaign or the redemption and/or use of any Prize.
- h. CAG reserves the right to deny, withdraw or claw back any Prize awarded to a Prize Winner should such Prize Winner subsequently be found to be disqualified or ineligible to participate in the Campaign or found to have breached these Terms and Conditions. CAG's determination on all matters relating to the Campaign shall be final, conclusive and binding. No correspondence or appeals will be entertained.
- i. All Prize Winner(s) whose Prizes are unused, unclaimed, unredeemed or forfeited in accordance with these Terms and Conditions shall not be entitled to payment or compensation of any kind.
- j. Failure to respond to any notification from CAG in relation to a Prize, to take the necessary steps to claim and redeem a Prize, or to provide any information, material or documentation required for the claim, redemption or collection of a Prize shall be deemed a forfeiture of the Prize. Prizes must be collected as stated in these Terms and Conditions and no compensation will be payable if a Prize Winner is unable to use the Prize. CAG reserves the right to donate any unclaimed or forfeited Prize to a charity of its choice or to replace the Prize Winner with another Participant .

## **7. Personal Data & Privacy**

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- 7.1 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 CAG's Privacy Policy, which is available at: <https://www.changiairport.com/en/privacy-policy.html>. Such personal data includes your full name, email address and contact details. We may also collect information that is sent automatically by your web browser, computer, mobile phone, tablet or other device, if applicable.
- 7.2 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, publicising the Prize Winners; statistical analysis; and for CAG to fulfil its obligations under these Terms & Conditions.
- 7.3 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.
- 7.4 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.
- 7.5 By accepting a Prize, each Prize Winner consents to the collection, use and public disclosure of the Prize Winner's full name, image recordings and personal data for audit, publicity and/or commercial purposes in relation to any and all of CAG's 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.

## 8. INTELLECTUAL PROPERTY

- 8.1 Each Prize Winner shall, upon reasonable request by CAG, provide photographs, videos, testimonials and other content relating to the Prize and the Prize Winner's experience in connection with the Prize ("**Content**").
- 8.2 The Prize Winner consents to CAG using the Prize Winner's name, image, likeliness, voice and Content for advertising, publicity, promotional and marketing purposes in connection with CAG, Singapore Changi Airport, the Campaign and the Prize, in any media now known or subsequently developed, without further notice or compensation to the Prize Winner.

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- 8.3 The Prize Winner grants CAG a perpetual, irrevocable, worldwide, royalty-free, transferable and sublicensable non-exclusive licence to use, reproduce, copy, publish, distribute, display, communicate, broadcast, edit, adapt, modify and create derivative works from the Content for promotional and marketing purposes.
- 8.4 The Prize Winner represents and warrants that: (a) the Content is the Prize Winner's original work or that the Prize Winner has obtained all necessary rights, licenses, permissions and consents to provide the Content to CAG and to grant the rights set out in these Terms and Conditions; and (b) the use of the Content by CAG in accordance with these Terms and Conditions will not infringe the intellectual property rights or any other rights of any third party.
- 8.5 To the fullest extent permitted by applicable law, the Prize Winner waives, and agrees not to assert, any moral rights or similar rights in the Content against CAG, its affiliates, licensees and authorised partners.
- 8.6 If a Prize Winner fails or refuses to comply with CAG's reasonable request under this Clause 9, CAG reserves the right to disqualify the Prize Winner from the Campaign and/or require the forfeiture or return of any Prize awarded.

### 9. LIABILITY AND INDEMNITY

- 9.1 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.
- 9.2 CAG shall not be held liable or responsible for any disputes that Prize Winners may have with CTS or any other third parties, regarding the use of the Prize.
- 9.3 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.

### 10. GENERAL CAMPAIGN TERMS & CONDITIONS

- 10.1 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

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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.

10.2 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.

10.3 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 Prize 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 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.

10.4 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.

10.5 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.

10.6 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.

10.7 All Prize 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.

10.8 CAG reserves the right to cancel the Campaign.

10.9 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.

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10.10 These Terms & Conditions are not intended to confer rights to any third party under the Contracts (Rights of Third Parties) Act 2001.

10.11 These Terms & Conditions are governed by the Laws of Singapore.

### **11. CONTACT US**

11.1 Should you have any questions about the Campaign, you may reach us via Whatsapp at +65-94628238 to chat with our customer service representative.

(Version dated 14 September 2026)