

## TERMS & CONDITIONS

### FREE SINGAPORE TOUR RESERVATIONS ON PLAYPASS

1. The **“Free Singapore Tour”** (**“FST”**) is a complimentary guided tour for eligible transit passengers of Changi Airport. It has two (2) two hour and thirty minutes tour itinerary options:
  - a) **Bus Tour:** Tour around downtown Singapore and which may include short photo stops at some Singapore attractions;
  - b) **Walking Tour:** Tour around Jewel Changi Airport and which may include a food tasting/sampling segment as well as entry and participation at the attractions located on L5 of Jewel Changi Airport.

(each a **“Tour”** and collectively referred to as the **“Tours”**).
2. In these Terms, **“Organisers”** shall refer to the following:
  - a) **For the Bus Tour:** Changi Airport Group (S) Pte Ltd (**“CAG”**), Singapore Airlines Limited (**“SIA”**) & Singapore Tourism Board (**“STB”**);
  - b) **For the Walking Tour:** CAG, SIA and STB and Jewel Changi Airport Trustee Pte Ltd (**“JCAT”**),

(each an **“Organiser”** and collectively the **“Organisers”**).
3. In these Terms and Conditions, **“Participant”** shall refer to an eligible transit passenger at Singapore Changi Airport who wishes to join FST or has registered successfully to join any Tour.
4. For the convenience of FST Participants, an online tour reservation system (**“PlayPass”**) is developed to enable the advance reservation of FST of up to three (3) months.
5. Before signing up for a Tour, please read through these Terms and Conditions carefully, and the Frequently Asked Questions (FAQs) and other terms published on FST’s official webpage which are expressly incorporated into and form a part of these Terms and Conditions. By reserving a Tour via the PlayPass platform, Participants agree to be bound by these Terms and Conditions and all amendments, additions, replacements and modifications hereto as may be made from time to time.

#### **Tour Regulations**

6. There are seven (7) Bus Tours and two (2) Walking Tours daily, for a total of nine (9) daily tours. A Participant’s eligibility criteria and the Tour schedule are published on FST’s official webpage: [www.changiairport.com/fst](http://www.changiairport.com/fst). All nine tours can be reserved through PlayPass (PlayPass terms and conditions separately apply).

7. By participating in a Tour, a Participant agrees to abide by (i) these Terms and Conditions, and (ii) the instructions given by the FST Staff at the Service Counter, the Tour guide, and the bus driver for the Tour (applicable for Bus Tour) at all times before and during the Tour, on matters including but not limited to baggage allowed to be taken on the Tour, prohibited items not allowed to be taken on the Tour, the Tour start time and the meeting times and places at stops along the Tour.
8. Where it is concerned, issues and decisions related to the Singapore immigration and Customs are in the sole jurisdiction of the Singapore Immigration and Checkpoints Authority (ICA) and Singapore Customs respectively. The Organisers have no influence over those matters.

### **Reservation Regulations**

9. To be eligible for the FST, a Participant's transit duration at Changi Airport must be between 5.5 hours to 24 hours. Participants reserving a place on a Tour at a FST counter at Changi Airport ("**FST Service Counter**") are required to show that they meet this eligibility criterion to the FST staff at the FST Service Counter. However, Participants reserving a place on a Tour through PlayPass are required to declare that they have a minimum transit duration of 6 hours at Changi Airport to make allowance for the time needed for disembarkation and wayfinding to the FST Service Counter in either Terminal 2 or Terminal 3 of Changi Airport; such Participants are also required to show to the FST staff at the FST Service Counter that they have a transit duration at Changi Airport of between 5.5 hours to 24 hours.
10. The Participant should provide his/her authentic and accurate personal and flight details when registering for FST on PlayPass. A registered Participant will not be allowed to join FST if discrepancies are found in the details submitted via PlayPass against his/her travel documentation provided upon physical verification at the FST Service Counter.
11. A Participant who has made a reservation for a Tour must report to the FST Service Counter at least 75 minutes prior to the listed start time of the Tour. Failure to do so may result in the Participant's reserved place being released to other eligible transit passengers on the Tour waitlist.
12. If a registered Participant changes his/her flights, he/she must inform FST at least five (5) working days prior to their intended Tour date, by writing in to [cag.fst@changiairport.com](mailto:cag.fst@changiairport.com) to receive an acknowledgement email of his/her updated flight details. Participants who are not able to produce this acknowledgement email may not be allowed to join the Tour they have registered for.
13. If Participants are unable to join the Tour they have registered for or report to the FST Service Counter by the required time for any reason, including flight delays or cancellations, FST staff will try to but are not obliged to re-book them on a different Tour.

14. It is highly recommended that a registered Participant cancels his/her tour reservation if his/her plan changes, to avail others of a chance to participate in that Tour.

### **General Terms and Conditions**

15. The Organisers reserve the right to amend these Terms and Conditions without prior written notice.
16. By providing your personal data to the Organisers when making a reservation for a Tour, you consent to the Organisers' collection, use, disclosure, storage and other processing of any personal data provided by you in accordance with all applicable privacy laws and the Organisers' respective Privacy Policy available on their respective websites, including for such purposes as to receive marketing information from the Organisers and their appointed third party service providers.
17. These Terms and Conditions are governed by the laws of the Republic of Singapore and all Participants agree to submit to the exclusive jurisdiction of the Singapore courts.
18. The Participants shall at all times observe, comply and act in accordance with all applicable laws.