

Birthday Gift Box Promotion (Singapore) Terms and Conditions

1. These terms and conditions govern the 'Birthday Gift Box Promotion' (Promotion) for Singapore organized by Kris+ Pte. Ltd (**Kris+**). This Promotion will be carried out on the Kris+ mobile application (**Kris+ App**).
2. The Promotion commences at 12:00am (SGT) on 1 October and shall end at 11:59pm (SGT) on 31 October (**Promotion Period**).
3. In these Terms and Conditions:
 - a. the term 'Terms of Use for Kris+' refers to Kris+'s terms and conditions for its loyalty program (accessible at https://www.singaporeair.com/en_UK/sg/ppsclub-krisflyer/use-miles/krisplus/terms-of-use/).
 - b. the term 'KrisPay Miles' means the miles that are awarded to Kris+ users in connection with promotional activities held by Kris+, amongst other things;
 - c. the term 'KrisPay Wallet' means the function within the Kris+ App that enables a Kris+ user to perform the actions set out in Section C of the Terms of Use for Kris+;
 - d. the term 'KrisFlyer Account' means the account of each KrisFlyer Member (as defined below), which is maintained by Singapore Airlines Limited (Singapore Airlines) and tracks the accrual and redemption of KrisFlyer Miles by each KrisFlyer Member;
 - e. the term 'KrisFlyer Programme' means the frequent flyer programme operated by Singapore Airlines, under which eligible individuals may accrue and redeem KrisFlyer Miles in accordance with the KrisFlyer Terms and Conditions;
 - f. the term 'KrisFlyer Terms and Conditions' means the terms and conditions found at https://www.singaporeair.com/en_UK/au/ppsclub-krisflyer/termsconditions-kf;

- g. the term 'KrisFlyer Member' means any person who is recognised by Singapore Airlines as a member of the KrisFlyer Programme in accordance with the KrisFlyer Terms and Conditions.
- h. the term 'Promotion Partner Deal' means a partner voucher or a partner promo code issued by Kris+ as a Prize as part of the Promotion, which is credited into a Winner's Kris+ account and made available in the 'Wallet' tab within the Kris+ App.

Eligibility

- 4. Entry is open to individuals who:
 - a. are eligible to participate in Kris+'s loyalty program in accordance with the Terms of Use for Kris+ and have not become ineligible or otherwise opted out of that program during the Promotion Period;
 - b. have and are eligible during the Promotion Period to have a KrisFlyer Account and have downloaded and/or logged into the Kris+ App on their smart phone or other electronic device using their KrisFlyer Account during the Promotion Period;

(Eligible Entrants).

How to enter

- 5. To enter, Eligible Entrants must log into the Kris+ App and tap on the 'Daily Gift Box' located on the 'Challenges' page, which is accessible from the shortcut icons at the top bar of the Kris+ App's homepage.
- 6. Each Eligible Entrant is entitled to enter the Promotion once per day during the Promotion Period, with each day within the Promotion Period being the 24 hour period commencing at 12:00am SGT.
- 7. By entering, each entrant agrees to:
 - a. the Terms of Use for Kris+;

- b. Kris+'s privacy policy available at singaporeair.com/content/dam/sia/web-assets/pdfs/ppscclub-krisflyer/use-miles/krisplus/Privacy_Policy.pdf (Privacy Policy); and
- c. these Terms and Conditions.

Prize details

- 8. Each Winner (determined in accordance with clause 9) can win a maximum of one (1) Prize per day. Prizes will comprise either KrisPay Miles or Promotion Partner Deal (each, a Prize). The KrisPay Miles Prizes range from 1 KrisPay Mile (valued at approximately SGD \$0.01) to a maximum of approximately 1,000 KrisPay Miles (valued at approximately SGD \$10) per day.
- 9. Promotion Partner Deal may be added or removed as operationally required by Kris+.

Determining the Winners

- 10. Prizes will be randomly awarded to Eligible Entrants who enter the Promotion each day (Winners). For each eligible entry, the Prize awarded will be randomly selected from the Prize pool set out in clause 8. All Eligible Entrants who enter the Promotion during the Promotion Period will be awarded a Prize each time they enter.
- 11. Each Eligible Entrant is only eligible to receive one Prize per day within the Promotion Period.

Notifying the Winners

- 12. After entering, each Eligible Entrant will be instantly notified within the Kris+ App of the Prize awarded.

Claiming and distributing the Prizes

- 13. Depending on the type of Prize awarded:
 - a. KrisPay Miles Prizes will be automatically credited to each Winner's KrisPay Wallet;
 - b. Promotion Partner Deal Prizes will be credited into each Winner's Kris+ account within three (3) business days and can be found under the 'Wallet' tab in the

Kris+ App (and may be issued in the form of an in-app voucher and/or promo code); or

- c. Should there be operational or technical issues, Kris+ will endeavor to credit the Prizes as soon as possible.

Conditions of receiving a Prize

14. As a condition of receiving a Prize, each Winner agrees to:

- a. Use any KrisPay Miles Prize within 6 months of delivery to the Winner's KrisPay Wallet (and in the alternative, any part of the KrisPay Miles Prize not used within 6 months will be forfeited);
- b. Redeem any Promotion Partner Deal Prize by 30 November 2026 (and in the alternative, any unredeemed Promotion Partner Deal Prize by 30 November 2026 will be forfeited);
- c. Use any Promotion Partner Deal Prize subject to additional terms and conditions from the relevant Kris+ partner, as stated in the deal and/or in the Kris+ App;
- d. Forfeit any part of the Prize not used as at the date the Winner ceases or is no longer eligible to hold an account on the Kris+ App;

15. Prizes may not be transferred, exchanged or redeemed for cash or other goods or services (including transferring into a KrisFlyer Account).

16. Kris+ does not accept responsibility for the cancellation, delay, unavailability, restriction or condition on or of the Prize for any reason beyond the control of Kris+.

Contact Details and Resolving disputes

17. For enquiries, please contact KrisFlyer Membership Services at https://www.singaporeair.com/en_UK/help-page/

General

18. Information on how to enter the Promotion and Prize details set out in all communications regarding the Promotion form part of these Terms and Conditions.

19. Any entry not complying with these Terms and Conditions is invalid. Errors and omissions may be accepted at Kris+'s discretion.
20. Each Winner accepts the Prize 'as is' and acknowledges that Kris+ accepts no responsibility for any tax implications that may arise from the Prize or the Winner accepting and taking the Prize.
21. Kris+ reserves the right, at any time, in its sole discretion, to verify the validity of entries and entrants (including an entrant's identity and place of residence) and reserves the right, in its sole discretion, to disqualify any entrant whom Kris+ has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper conduct calculated to jeopardise the fair and proper conduct of the Promotion. Kris+'s legal rights to recover damages or other compensation from such an offender are reserved.
22. If for any reason this Promotion is not capable of running as planned (including but not limited to infection by computer virus, bugs, unauthorised intervention, fraud, technical failures or any other causes beyond the control of Kris+ which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Promotion), Kris+ may, subject to the approval of all relevant regulatory authorities if required, take any action that may be available including cancelling, terminating, modifying or suspending the Promotion.
23. All costs and expenses not specifically mentioned as being included in the Prize are solely the Winner's responsibility. Each Winner takes the Prize at their own risk.
24. To the extent permitted under applicable laws, Kris+ and its related entities (including their respective directors, officers, employees and agents) are not responsible for and exclude all liability for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising out of: (a) any technical difficulties or equipment malfunction; (b) any unauthorised access or third party interference; (c) any variation in Prize value to that stated in these terms; (d) any tax liability incurred by a Winner; (e) a Winner's use of or taking of the Prize; (f) the Promotion.
25. Kris+ may at any time cancel, modify, suspend or terminate the Promotion as set out in these Terms and Conditions, subject to any requirements of the relevant regulatory authorities.

26. Failure by Kris+ to enforce any of its rights at any stage does not constitute a waiver of those rights.
27. All entries become the sole property of Kris+. Kris+ collects personal information from entrants so that it may process entries, administer this Promotion and contact entrants regarding information on products or services that may be of interest to them. Kris+ may communicate personal information to external providers and organisations to which it may outsource certain functions.
28. Kris+ will use and handle entrant's personal information as set out in its Privacy Policy. The Privacy Policy sets out how individuals may access, update or correct their personal information, change their direct marketing preferences or make a privacy complaint.
29. The promotion and these terms and conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore and shall be subject to the exclusive jurisdiction of the Singapore courts.