

## Changi Gift Card Terms & Conditions

### A. GENERAL TERMS & CONDITIONS

1. Changi Airport Group (Singapore) Pte. Ltd. (“CAG”) administers the Changi Gift Card programme. Changi Gift Cards can be used to make payment (whether full or partial) for goods and/or services sold at all approved and participating merchants at Singapore Changi Airport’s public and transit areas (as set out at in these Conditions). The purchaser and/or user (“Cardholder”) of the Changi Gift Card is advised to read the Changi Gift Card terms and conditions herein (“Conditions”) carefully.
2. The purchase or use of the Changi Gift Card constitutes the Cardholder’s consent to be bound by the Conditions. All Cardholders agree to be bound by the Conditions herein and all amendments, additions, replacements and modifications as may be made by CAG thereto from time to time.
3. CAG gives no warranty on the accuracy, completeness and timeliness of any content or information herein. Information stated is correct at time of printing and CAG reserves the right at any time and at its sole discretion, to limit, add, amend, vary, replace or delete in whole or part any of these Conditions. The amended Conditions shall be binding on the Cardholder upon publication of the amended Conditions on Changi Airport website at <http://www.changiairport.com/giftcard>. In the event of any inconsistency between these Conditions and any other form of publicity collaterals relating to the Changi Gift Card, the online version of the Conditions available on the aforementioned Changi Airport website shall prevail.
4. These Conditions are governed by Singapore law. Both CAG and Cardholder hereby submit to the non-exclusive jurisdiction of the Singapore courts.
5. These Conditions are not intended to confer rights to a third party under the Contracts (Rights of Third Parties) Act (Cap. 53B) (the “Act”) to enforce or enjoy the benefit of any provision of these Conditions. The provisions of the Act are hereby excluded.
6. The illegality, invalidity or unenforceability of any provision in these Conditions under the law of any jurisdiction will not affect the legality, validity or enforceability under the law of any other jurisdiction nor the legality, validity or enforceability of any other provision in these Conditions.
7. Under no circumstances whatsoever shall CAG be liable for any indirect, punitive, incidental, special or consequential damages that result or arise from the usage of any information stated herein or the purchase and/or use of Changi Gift Card.
8. CAG shall have the sole and absolute discretion to use agents or contractors to administer and/or implement the Changi Gift Card programme and CAG shall not be liable to any person for any act, omission or neglect on the part of such agents or contractors.
9. CAG, its authorised agents and contractors shall not be liable to the Cardholder for any injury, loss, damage, cost or expense arising out of or in connection with the Changi Gift Card and/or the Changi Gift Card programme. Each Cardholder agrees to indemnify and hold CAG harmless from and against any and all claims, damages, losses, costs or expenses suffered or incurred by CAG or by any other party in relation to the Cardholder’s Changi Gift Card and/or the Cardholder’s participation in the Changi Gift Card programme.

10. CAG makes no representation or warranty that the use or processing of the Changi Gift Card will be error-free or prompt, or that the Changi Gift Card will be accepted by all merchants at Singapore Changi Airport's public and transit areas.
11. CAG's decision on all matters and disputes concerning the Changi Gift Card shall be final and binding on the Cardholder.

## B. USE OF CHANGI GIFT CARD

1. (a) The Changi Gift Card may be purchased at a minimum value of S\$20, or any larger value in multiples of S\$10, up to a maximum of S\$1,000 per card, which is subject to changes at CAG's sole discretion from time to time.
 

**(b) Payment for the stored value of the Changi Gift Card shall constitute payment to CAG for the provision of such stored value within the Changi Gift Card paid for.**
2. The Changi Gift Card may only be purchased with cash or NETS. All other modes of payment, including but not limited to credit card, Changi Dollar Vouchers and Changi e-Vouchers, will not be accepted.
3. The stored value of the Changi Gift Card (or any part thereof, including any unutilised portion) (i) is not refundable in any currency; (ii) cannot be transferred to any other Changi Gift Card(s); (iii) cannot be withdrawn in exchange for any currency; and (iv) cannot be exchanged for any form of cash or credit.
4. The Changi Gift Card has a validity period of 6 months from the date of purchase, pro-rated to the end of the month. For instance, if the Changi Gift Card is purchased on 15 November 2020, it shall be valid till 31 May 2021. No extension of the validity of the Changi Gift Cards shall be permitted. The Changi Gift Cards cannot be used after it expires. No refunds, payments, replacements, or exchanges shall be permitted or entertained for the unutilised stored value in the expired Changi Gift Cards.
5. A valid Changi Gift Card issued by CAG that has not expired at the point of replacement and that has a production defect, or any other defect may be exchanged at no charge for a replacement Changi Gift Card with an equivalent stored value. Choice of design of the replacement Changi Gift Card is subject to availability.
6. CAG shall not be liable for any lost or stolen Changi Gift Card, or Changi Gift Card that is damaged, torn, defaced or rendered unusable by mishandling. Such a card will not be replaced or re-issued, and the unutilised stored value is not refundable.
7. Changi Rewards members will not be entitled to earn points under the Changi Rewards programme for the stored value of the Changi Gift Card purchased.
8. The Changi Gift Card is not reloadable with any value.
9. The Changi Gift Card may be used to make payment (whether full or partial) for goods and/or services sold by approved and participating merchants at Singapore Changi Airport's public and transit areas (subject to Clause B(10) below) (collectively, the "Merchants", and each a "Merchant"). The amount used for payment will be deducted from the Changi Gift Card and any remaining balance in the Changi Gift Card will be displayed on the transaction receipt, which may be corrected or revised by CAG at any time to correct any accounting or processing error.
10. The Changi Gift Card is not valid for use at the following merchants at Singapore Changi Airport's public and transit areas:

<b>Public Area</b>	<b>Transit Area</b>
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Banks	Airline Lounges
Crowne Plaza Hotel	Left Baggage Counters
Car Rental Counters	Medical Services
Left Baggage Counters	Money Changing Counters
Money Changing Counters	Convenience Stores
Hotel Reservation Counters	Postage Services
Passenger Meeting Services Counters	Temporary Retail Outposts*
Telecommunication Outlets & Counters	Transit Hotels
Travel Services Outlets & Counters	McDonald's
Convenience Stores	Hermes
Supermarkets	Singapore Food Street (Terminal 3)
Medical Services	
Postage Services	
Dry Cleaning Services	
Pay-Per-Use Lounges	
Temporary Retail Outposts	
Top-Up Card Machines & Services (e.g. Kopitiam Card, Cash Cards, Coffee Bean Cards, etc.)	
Childcare Services & Enrichment (e.g. MindChamps)	
Boarding Gate	
Zone X	
Don Don Donki	
McDonald's	
Kopitiam	
Staff Canteens and Taxi Canteens	

\* For the avoidance of doubt, retail pushcarts at Terminal 3 Basement 2 of Singapore Changi Airport are not temporary outposts and the Changi Gift Card can be used for purchases at these retail pushcarts.

11. The Changi Gift Card is not valid for purchase of restricted products such as Tobacco.
12. The Changi Gift Card may be used multiple times until its stored value is exhausted.
13. The Changi Gift Card may be combined with other modes of payment (including but not limited to cash, credit card, debit card, NETS, Changi Dollar Vouchers, up to 3 other Changi Gift Cards, and Changi e-Vouchers) as may be accepted by the Merchants.
14. If the Cardholder gets a refund from a Merchant for purchases made at that Merchant's outlet using the Changi Gift Card, the value of such purchases made by the Changi Gift Card, subject to the Merchant's approval, will be credited into the original Changi Gift Card used. The said credited value will have the same validity period as the original Changi Gift Card.
15. **For the avoidance of doubt, CAG shall not be liable or responsible whatsoever for the Cardholder's use of the Changi Gift Card (unless where the Changi Gift Card is defective), or for the acts or default of any Merchant (including the failure of the Merchant to honour any Changi Gift Cards, or in respect of any defect or deficiency in the goods or services for which the Changi Gift Cards is used to pay for). All goods and/or services purchased using Changi Gift Cards are provided by the relevant Merchant. CAG is not an agent or representative of**

**the Merchants and makes no representation or warranty as to the quality of the services and/or goods provided by the Merchants pursuant to the purchases made using the Changi Gift Cards.**

16. The Changi Gift Card does not contain any personally identifiable information for verification of the Cardholder's identity. CAG and its Merchants shall not be obliged to enquire on or verify the Cardholder's ownership of the Changi Gift Card before acceptance for use.
17. The stored value within the Changi Gift Card is not transferable to any other Changi Gift Card(s) and is not exchangeable for any form of cash or credit.
18. The Changi Gift Card is not allowed to be resold by any person (whether for money or for other forms of consideration or for benefits-in-kind).
19. CAG reserves the right to terminate and/or disqualify any Changi Gift Card from use at any time at its sole and absolute discretion without any compensation if any Cardholder is alleged of misconduct or suspected of actions deemed to be detrimental to the interests of CAG and its partners. CAG shall not be obliged to give any reasons or justifications to the Cardholder for such a termination.
20. CAG reserves the right to terminate the Changi Gift Card programme at any time at its sole and absolute discretion. In such an event, CAG shall use reasonable efforts to put up public notification of such termination and the last date of acceptance of Changi Gift Cards by the Merchants ("Last Use Date"). Any stored value in the Changi Gift Cards that are not used by the Last Use Date shall expire. No refunds, payments, replacements, or exchanges shall be permitted or entertained for such unutilised stored value in the Changi Gift Cards.
21. Changi Rewards members will not be entitled to earn points under the Changi Rewards programme for the purchase amount paid for using the Changi Gift Card.
22. The Changi Gift Card is not accepted as a mode of payment on iShopChangi (<http://www.ishopchangi.com>).
23. The Changi Gift Card cannot be used for the purchase of any tobacco products.
24. Cardholders may write to [giftcard@changiairport.com](mailto:giftcard@changiairport.com) for questions regarding transaction history or any correction or dispute on any transaction or correction that has been assessed against the Changi Gift Card. CAG will conduct an investigation into the matter.