

Terms and Conditions Governing Festival of Thrills Promotions

These terms and conditions (the “**Terms**”) govern and apply to the following Festival of Thrills promotions (collectively, the “**Promotions**”) organised by Resorts World at Sentosa Pte. Ltd. (“**RWS**”):

- **Festival of Thrills, Sure-Win Scratch Card Campaign** (the “**Scratch Card Campaign**”);
- **Spend and Redeem**; and
- **Festival of Thrills experiences** (the “**Festival of Thrills Exclusive Thrill-Seeker Experiences**” or “**Thrill-Seeker Experiences**”).

A. Eligibility and Promotion Period

1. Eligibility

- 1.1 **General Eligibility.** The Promotions are open to individuals aged eighteen (18) years and above (“**Participants**”).
- 1.2 **Ineligible Persons.** The following persons are **not eligible** to participate in the Scratch Card Campaign:
- (a) employees of RWS and its related corporations;
 - (b) employees of participating tenants;
 - (c) employees of third-party service providers involved in or assisting with issuance, administration and/or redemption of the Scratch Card Campaign; and
 - (d) any other person that RWS designates as ineligible in its sole discretion.
- 1.3 **Discretionary Exclusion:** RWS may, at its sole and absolute discretion, exclude any person from participation at any time (including without limitation for suspected fraud, abuse, manipulation, collusion or breach of these Terms, or conduct prejudicial to the integrity of the Promotions) without prior notice and without obligation to provide reasons. Any entitlement held by an excluded person shall be immediately forfeited.
- 1.4 **Age verification.** RWS and its representatives reserve the right to require proof of age and/or identity at any time. Failure to produce satisfactory proof shall entitle RWS to refuse or revoke participation and/or any prize.

2. Promotion Period

- 2.1 The Promotions shall run from **1 September 2026 to 1 November 2026**, both dates inclusive (the “**Promotion Period**”), unless otherwise determined by RWS.
- 2.2 **Operating hours.**
- (a) **For collection of scratch cards or redemption of prizes at WEAVE redemption booth:** Collection of scratch cards or redemption of prizes is available at the WEAVE redemption booth on level 1 between **11:00am to 9:00pm daily**, subject to change without prior notice.

- (b) **For redemption of prizes at participating locations:** Redemption is subject to the respective location's operating hours, which may vary.
- 2.3 **Unclaimed prizes/redemption items forfeited.** Any prize not claimed within the applicable redemption period shall be deemed forfeited and RWS shall have no obligation to hold, carry forward, or otherwise preserve such prize for the Participant. RWS shall not be required to notify Participants of unclaimed prizes.
- 2.4 RWS reserves the right to amend, suspend, terminate, shorten or extend the Promotion Period or applicable redemption periods at its sole discretion without prior notice.
- 2.5 RWS reserves the right to substitute or change the prizes at its sole discretion without prior notice.

B. Scratch Card Campaign

3. Scratch Card Campaign — How to Qualify

- 3.1 **Eligible Spend.** During the Promotion Period, a Participant may be entitled to receive **one (1) scratch card** (a "**Scratch Card**") for each eligible transaction, evidenced by one (1) printed receipt from participating locations within Resorts World Sentosa (the "**Eligible Transaction**"), with no minimum spend required. In addition, Scratch Cards may be issued through such other channels, activities, campaigns or promotional events as may be determined by RWS from time to time, including roadshows. Receipts that are torn, defaced, altered or illegible, including receipts where transaction details are faded or unclear, will not be accepted.
- 3.2 **Participating locations.** The participating locations in connection with the Scratch Card Campaign are those identified by RWS from time to time and published on such website, webpage or other communication channel as RWS may designate (the "**List of Participating Locations**"). The List of Participating Locations may be amended, supplemented or replaced by RWS at any time without prior notice. Participants are responsible for checking the latest List of Participating Locations before making any transaction or attempting to collect a Scratch Card. Additional location-specific terms and conditions may apply.
- 3.3 **Non-Eligible Transactions.** The following **do not qualify as Eligible Transactions** for Scratch Card entitlement ("**Non-Eligible Transactions**"):
- (a) attraction admission tickets;
 - (b) attraction express passes;
 - (c) casino vouchers;
 - (d) purchase of gift vouchers;
 - (e) transactions paid with or settled using Genting Dollars;
 - (f) items purchased with RWS employee credits (i.e., TM perks);
 - (g) ATMs or money changer receipts;
 - (h) top-ups or reloads of cashcard(s) or other stored-value card(s);
 - (i) membership or loyalty programme fees;
 - (j) AXS/SAM machine transactions, bill payments, interest charges, service fees, delivery fees and administrative fees;
 - (k) purchase of lottery tickets, cigarettes or liquor from 7-Eleven;

- (l) medical or healthcare consultations, services or medication;
- (m) event booking deposits or instalments;
- (n) transport fees or parking charges;
- (o) casino entry levy; and
- (p) any other items as may be determined by RWS in its sole and absolute discretion.

3.4 **Same-day requirement.** Subject to Clauses 5.5 and 5.6, only receipts from Eligible Transactions made **on the same calendar day** as the Scratch Card issuance/collection attempt will be accepted. Receipts from prior days will not be honoured under any circumstances.

3.5 **Concurrent use.** Where a receipt qualifies for more than one (1) Promotion, the Participant may redeem each of the entitlement(s) under such Promotions using the same qualifying receipt, subject to availability and these Terms. Each entitlement remains subject to its respective conditions.

3.6 **Daily availability; No guarantee of Supply.** Scratch Cards are available daily on a first-come, first-served basis while stocks last. Allocation may vary by location. RWS may limit issuance at any time without prior notice.

4. **Scratch Card Campaign — Scratch & Win Mechanics**

4.1 **Maximum one prize per Scratch Card.** Each Scratch Card entitles the Participant to win a maximum of one (1) prize only.

4.2 **Winning condition.** Participants must scratch the play area of the Scratch Card. Each Scratch Card will entitle the Participant to win a prize and the type of prize will be determined based on the number of identical icons revealed.

Type of Prize	Number of icons
Tier 1 (Ultimate Thrill-Seeker Experience)	9 identical icons
Tier 2 (Thrill Prize)	5 identical icons
Tier 3 (Instant Prize)	3 identical icons

- 4.3 **Scan QR Code.** After scratching the play area, Participants must scan the QR code printed on the Scratch Card. The QR code will direct Participants to a digital Prize Reveal Page displaying the prize won, prize details, redemption instructions, validity period (if any) and any applicable prize-specific terms and conditions.
- 4.4 **Present Prize Reveal Page.** To redeem a prize, Participants must present the corresponding Prize Reveal Page displayed on their mobile device at the designated redemption location during the validity period specified in the Prize Reveal Page (if any).
- 4.5 **Record of Prize Won.** The Prize Reveal Page serves as the official verification record of the prize won. Participants who are unable to produce the Prize Reveal Page upon request may be denied redemption, notwithstanding possession of the Scratch Card.
- 4.6 **Access to Prize Reveal Page.** Participants are responsible for ensuring that they have access to a compatible mobile device and internet connection to access the Prize Reveal Page. RWS shall not be responsible for any inability to access the Prize Reveal Page arising from device incompatibility, connectivity issues, technical issues, or participant error.
- 4.7 **Outcome final and binding.** The prize outcome revealed on the Scratch Card and verified through the Prize Reveal Page is final and binding. RWS will not entertain any request for exchange, re-draw, re-scratch, re-issuance or substitution by a Participant.
- 4.8 **Disqualification.** Any attempt to tamper with, duplicate, manipulate or fraudulently reproduce a Scratch Card or Prize Reveal Page may result in disqualification and forfeiture of any prize entitlement.
- 4.9 **No guarantee of supply.** Prizes are offered on a while-stocks last basis and RWS does not guarantee availability at any time.
- 4.10 Certain prizes may be subject to additional terms and conditions as applicable.

5. Scratch Card Campaign — How Scratch Cards Are Issued

- 5.1. Scratch Card may be issued, collected or distributed through such participating locations or other distribution channels as may be designated by RWS from time to time. RWS reserves the right to amend, supplement or replace the list of locations for issuance, collection or distribution of Scratch Cards at any time without prior notice.
- 5.2. **Signature restaurants.** Scratch Cards may be issued at **designated signature restaurants** after payment for an Eligible Transaction, subject to availability.
- 5.3. **WEAVE outlets.** For Eligible Transactions made at a participating WEAVE outlet, Participants must present their **original same-day printed receipt** at the **WEAVE redemption booth on level 1** to collect a Scratch Card during the Promotion Period, subject to availability. For the avoidance of doubt, collection of Scratch Card outside the Promotion Period shall not be entertained.
- 5.4. **In-park (attractions) spends:** Scratch Cards may be issued at **designated outlets** within each attraction (i.e., Universal Studios Singapore, Singapore Oceanarium, Adventure Cove Waterpark), subject to availability.
- 5.5. **Hotel guests (check-in):** Scratch Cards may be issued to hotel guests whose room bookings qualify as Eligible Transactions **upon check-in** by the hotel front desk staff, subject to availability.
- 5.6. **Hotel guests (check-out):** Subject to availability, Scratch Cards may be issued **upon check-out** to hotel guests who **complete a review or feedback** in accordance with the instructions provided by RWS, and for whose **completion has been verified** by the hotel front desk staff. Entitlement is **one (1) Scratch Card per completed review/feedback**. This clause applies

exclusively to the issuance of Scratch Cards upon hotel check-out and shall prevail over inconsistent provisions or general reference elsewhere in these Terms.

- 5.7. Scratch Card may be distributed by RWS and/or its third-party partners. The issuance of a Scratch Card at any distribution point does not constitute confirmation of a Participant's eligibility. RWS reserves the right to verify eligibility and to reject, cancel or invalidate any Scratch Card issued in error or otherwise not in accordance with these Terms.
- 5.8. In the event of any dispute relating to eligibility, qualifying transactions, the issuance of Scratch Cards, prize redemption, or any aspect of the Promotion, RWS's determination and records shall be final and conclusive, save for manifest error.
- 5.9. RWS shall not be liable for any failure, refusal, omission, delay or error by any participating location, distribution point, redemption location, or other third party partner in connection with the issuance or distribution of Scratch Cards, verification of eligibility, redemption of prizes, provision of goods or services or the fulfilment of any prize.
- 5.10. Certain prizes may be redeemed from, fulfilled by, or enjoyed at outlets owned and operated by third parties. RWS shall not be responsible or liable for the availability, redemption, fulfilment, quality or provision of such prizes, or for any act, omission, refusal, delay or default of the relevant third-party outlet. Any such prize shall be subject to the terms and conditions of the relevant third-party outlet.

6. Scratch Card Campaign — Prize-specific Terms

- 6.1 **Transferability.** Prizes are generally non-transferable unless explicitly stated otherwise. Where a prize is stated to be transferable, the original Participant to whom the scratch card was issued remains responsible for ensuring that the recipient complies with all applicable prize-specific terms. Any transfer in contravention of these Terms shall render the prize void.
- 6.2 **No resale / commercial use.** Prizes must not be sold, bartered, auctioned, transferred for value or used for commercial purposes. Any prize found to have been so used may be revoked, and the relevant Participant may be subject to disqualification and/or legal action.
- 6.3 **No cash equivalent.** Prizes have no cash redemption value and cannot be exchanged for cash, credit, or any other form of consideration, except as expressly stated by RWS.
- 6.4 **Tax obligations.** Participants are solely responsible for any and all taxes, levies, duties, or assessments (including income tax, goods and services tax (GST), or any other applicable tax) arising from or in connection with receipt or use of any prize.

C. Spend and Redeem

7. Spend and Redeem - Participation Terms and Conditions

- 7.1 **Qualifying Conditions.** To participate in the Spend and Redeem, Participants must fulfil the applicable minimum spend requirement(s) as set out in Clause 7.3 below at any retail or food and beverage stores within Resorts World Sentosa during the Promotion Period, present their original printed same-day receipt(s) at the **Weave redemption booth on level 1** and complete the redemption form. Receipts that are torn, defaced, altered or illegible, including receipts where transaction details are faded or unclear, will not be accepted. Gift redemption must take place during the Promotion Period only. For the avoidance of doubt, Gift redemption outside the Promotion Period shall not be entertained.

7.2 **Non-Eligible Transactions.** The Non-Eligible Transactions stated in Clause 3.3 shall not count towards the minimum spend requirement(s).

7.3 **Redemption Items and Minimum Spend Requirements.** The redemption items and applicable minimum spend requirement(s) are as follows:

Redemption Item(s)	Minimum Spend Requirement(s)
Two (2) 4R photo prints (“ Photo Gift ”)	• Minimum spend of S\$80 in a single same-day receipt
One (1) Limited-Edition Starbucks Bearista Plush and Pouch Keychain (“ Bearista Gift ”)	• Minimum spend of S\$250 which may be accumulated in a maximum of four (4) same-day receipts. • At least one (1) receipt from Starbucks WEAVE located at #01-233.

7.4 **Choice of Gift.** Each qualifying receipt may be used to redeem either a Photo Gift **OR** a Bearista Gift, but not both, subject to these Terms.

7.5 **Redemption Limit per Day.** Each Participant may redeem a maximum of one (1) Photo Gift **OR** one (1) Bearista Gift per day, regardless of amount spent.

7.6 **No Guarantee of Supply.** The Photo Gift and Bearista Gift are available on a first-come, first-served basis while stocks last. RWS does not guarantee availability at any time.

D. Festival of Thrills Exclusive Thrill-Seeker Experiences

8. Festival of Thrills Exclusive Thrill-Seeker Experiences - Overview

8.1 The Festival of Thrills Exclusive Thrill-Seeker Experiences comprise seasonal promotional activities which are made available to the Participants for their participation and enjoyment during the Promotion Period.

8.2 Participation in a Thrill-Seeker Experience alone does not entitle a Participant to receive a Scratch Card. A Participant must also satisfy the applicable requirements set out in these Terms to be eligible for a Scratch Card.

8.3 Where participation in a Thrill-Seeker Experience requires a purchase or spend (for example, the purchase of a beverage, food item or merchandise), Participants may qualify for a Scratch Card under the Promotion's applicable "*Any Spend*" requirement, subject to these Terms.

9. Thrill-Seeker Experiences – Additional Terms and Conditions

9.1 By participating in any of the Thrill-Seeker Experience, a Participant represents and warrants that they:

- (a) meet the minimum age requirement to take part in the Thrill-Seeker Experience (where applicable), including the legal drinking age where such Thrill-Seeker Experience involves any consumption of any alcoholic beverages;
- (b) are physically fit to participate in the Thrill-Seeker Experience and have no underlying health condition or food allergy (where applicable) that will prevent them from participating safely; and
- (c) fully understood all safety instructions, signs and rules provided by RWS.

9.2 The Participant further acknowledges and agrees that:

- (a) they voluntarily assume all risks in connection with their participation and full responsibility in respect of any loss, property damage or personal injury, including death, which may be sustained by them;
- (b) they shall strictly obey all instructions given by RWS at all times;
- (c) they shall release, to the full extent permitted by law, RWS from all claims, losses, expenses and demands of any kind and from any and all liability which may arise in relation to their participation in the Thrill-Seeker Experience;
- (d) they shall indemnify, defend, hold free and harmless, and release RWS from any and all action, proceedings, demands, losses, damages, claims, expenses (including legal fees), or liability (including any penalties) which may be made against or suffered or incurred by RWS arising out of their participation in the Thrill-Seeker Experience;
- (e) RWS shall have the absolute discretion to determine the fitness of a person to participate in the Thrill-Seeker Experience; and
- (f) RWS may remove any participant with immediate effect from the premises or abort all or part of the event at any time without having to provide any reason whatsoever, if it deems in its sole and absolute discretion that said Participant is unsuitable to continue.

E. General

10. Personal Data & Publicity

- 10.1 **No registration forms generally required.** Participation and redemption/prize claim generally require only presentation of the applicable **printed receipt**, and/or **original Scratch Card, and/or the Prize Reveal Page**. No redemption form is ordinarily required (unless RWS notifies otherwise for specific redemption/prize fulfilment).
- 10.2 **Consent to personal data collection.** By participating, each Participant consent to RWS and its authorised agents collecting, using, and disclosing any personal data incidentally captured (e.g., via CCTV footage at redemption points, identity/age verification records) or as otherwise provided in connection with the Promotions, for the purposes of administering the Promotions, verifying eligibility, preventing fraud and/or complying with applicable law, in accordance with RWS Personal Data Protection Statement: <https://www.rwsentosa.com/en/personal-data-protection>.
- 10.3 **Publicity Consent.** Participants acknowledge and agree that RWS may photograph, film or record Participants at or in connection with the Promotions (including at redemption points), and irrevocably consent to RWS using such image, likeness or recording for marketing, publicity, social media and/or promotional purposes without compensation, credit or further notice to the Participant, to the fullest extent permitted by applicable law.
- 10.4 **No compensation.** Participants agree that they shall not be entitled to any consideration for RWS' collection, use and disclosure of their personal data in accordance with RWS' Personal Data Protection Statement.
- 10.5 **Intellectual property.** All intellectual property rights in the Promotions, including but not limited to the name "Festival of Thrills", Scratch Card designs, marketing materials, creative works, and any content produced in connection with the Promotions, vest in and remain the exclusive property of RWS (or its licensors). Participants shall not reproduce, distribute, or use any such intellectual property without RWS's prior written consent.

11. Limitation of Liability and Indemnity

- 11.1 **Exclusion of liability.** To the fullest extent permitted by applicable law, RWS, its related corporations, officers, employees, agents, contractors, and licensors (collectively, the "**RWS Parties**") shall not be liable to any Participant or third party for any:
- (a) personal injury or death arising from participation in or redemption of any Promotion, except where caused by RWS's gross negligence or wilful misconduct;
 - (b) loss of profits, business, revenue, goodwill, data, or savings;
 - (c) indirect, consequential, incidental, special, exemplary, or punitive damages; or
 - (d) any loss or damage arising from technical failures, printing errors, Scratch Card defects, acts of God, interruptions, delays, or circumstances beyond RWS's reasonable control,
- in each case whether or not such loss or damage was foreseeable or RWS had been advised of its possibility.
- 11.2 **Maximum liability.** Without prejudice to Clause 11.1, the aggregate liability of the RWS Parties to any single Participant in connection with any Promotion shall not exceed the face value of the relevant prize won by that Participant.
- 11.3 **Participant indemnity.** Each Participant shall indemnify, defend, and hold harmless the RWS Parties from and against any and all claims, demands, actions, losses, liabilities, costs, and expenses (including legal fees on a full indemnity basis) arising out of or in connection with: (a) the Participant's participation in or use of any prize from the Promotions; (b) the Participant's breach of these Terms; (c) the Participant's fraud or wilful misconduct; or (d) any third-party claim arising from the Participant's actions or omissions in connection with the Promotions.

12. Others

- 12.1 RWS reserves the right, in its sole and absolute discretion and without prior notice, to change, suspend, withdraw, cancel, or terminate any or all Promotions and/or to amend these Terms at any time. Amendments to these Terms take effect from the date of posting on official RWS channels unless otherwise stated.
- 12.2 **Acceptance of Terms.** Participation in any Promotion constitutes full and unconditional acceptance of these Terms and any instructions issued by RWS from time to time.
- 12.3 **Third Parties (Rights of Third Parties).** A person who is not a party to these Terms shall have no rights under the Contracts (Rights of Third Parties) Act 2001 (Singapore) to enforce any provision of these Terms.
- 12.4 **Precedence.** In the event of any inconsistency or conflict between these Terms, FAQs and any marketing, promotional, or advertising materials (including social media posts), these Terms shall prevail.
- 12.5 **Severability.** If any provision of these Terms is found by a court of competent jurisdiction to be invalid, unlawful, or unenforceable, such provision shall be severed and the remaining provisions shall continue in full force and effect.
- 12.6 **No waiver.** Any failure or delay by RWS to exercise or enforce any right or remedy under these Terms shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy.
- 12.7 **Entire agreement.** These Terms (together with any prize-specific terms) constitute the entire agreement between RWS and each Participant with respect to the Promotions and supersede all prior representations, warranties, understandings, or arrangements relating to the same.

- 12.8 **Governing law and jurisdiction.** These Terms shall be governed by and construed in accordance with the laws of the Republic of Singapore. The Courts of Singapore shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms.
- 12.9 These Terms may be made available in both English and Chinese. The Chinese version is provided for reference purposes only. In the event of any inconsistency, discrepancy, or conflict between the English version and the Chinese version, the English version shall prevail.