

## OFFICIAL (OPEN) \ NON-SENSITIVE

### SINGAPOREDISCOVERS VOUCHERS CONSUMER TERMS AND CONDITIONS

The following Terms and Conditions (“**T&Cs**”) shall apply to your use of the SingapoRediscovers Vouchers (“**SRV**”). You agree that your utilisation of the SRV is subject to these T&Cs, which shall form a legally binding contract between you and the Singapore Tourism Board.

#### DEFINITIONS

In this T&Cs, unless the context otherwise requires:

- (a) “**Authorised Booking Partner(s)**” means the entity(ies) who own and operate the websites from which an SC may redeem his or her SRV.
- (b) “**Eligible Products**” means products which may be purchased in whole or in part using SRV. These refer to admission tickets for tourist attractions or tours, overnight accommodation at licensed hotels, or packages which include at least 1 of these products.
- (c) “**Familial Ties**” means that between parents, grandparents, legal guardians or other relatives and a Minor (whether related by blood or marriage).
- (d) “**Merchant**” means entities or businesses approved to offer attractions, hotels, tours and/or packages which are eligible for redemption under the SRV Scheme.
- (e) “**Minor**” means a person aged 17 years and below as of 31 December 2020.
- (f) “**SC**” means a Singapore Citizen aged 18 years old and above as of 31 December 2020.
- (g) “**SingapoRediscovers Vouchers Scheme**” or “**SRV Scheme**” means the Government scheme to encourage Singaporeans to support local tourism businesses, which have been among the hardest hit by the COVID-19 pandemic.
- (h) “**SingapoRediscovers Voucher**” or “**SRV**” means the voucher(s) issued to SCs under the SRV Scheme.
- (i) “**SRV Portal**” means the SingapoRediscovers Portal managed by STB and GovTech from which an SC may generate a Voucher Code to utilise his or her SRV.
- (j) “**STB**” means the Singapore Tourism Board and includes any officer, agent or other representative engaged or authorised by STB to act on its behalf.
- (k) “**Voucher Code**” means the unique redemption code generated by the SC through the SRV Portal.
- (l) “**Hotel Voucher(s)**” means a product voucher issued by a Licensed Hotel for SCs to redeem an Eligible Product at a later date.

## ELIGIBILITY OF SRV AND CHILD/YOUTH SUBSIDIES

1. If you are a Singapore Citizen aged 18 years old and above in 2020, you are entitled to SRV in the total amount of S\$100, which may be redeemed in S\$10 denominations. The SRV must be redeemed between 1 December 2020 and 31 December 2021 (the “**Validity Period**”). Any remaining SRV not redeemed by the end of the Validity Period will be automatically forfeited.
2. If you have Familial Ties with at least 1 Minor, you are additionally eligible to purchase up to six (6) subsidised child or youth attraction or tour tickets (categorised as Eligible Products on the websites of Authorised Booking Partner(s)) over the entire Validity Period, where the subsidy for each ticket shall be up to S\$10 (“**Child/Youth Subsidy**”). The Child/Youth Subsidies must be redeemed within the Validity Period, and any subsidies not redeemed by the end of the Validity Period will be automatically forfeited.

## USE OF SRV AND CHILD/YOUTH SUBSIDY

3. The SRV can only be used to purchase Eligible Products listed on the websites of the Authorised Booking Partner(s). To purchase the Eligible Product(s), you must apply an eligible SRV Voucher Code generated via the SRV Portal using your Singpass.
4. Eligible Products must be utilised by 31 March 2022 (the “**Consumption Deadline**”). No extension of the Consumption Deadline will be given.
5. The Child/Youth Subsidy may be activated at the SRV Portal, subject to the following:
  - (i) You must declare your Familial Ties to the Minor that you are using the Child/Youth Subsidy for, and provide the NRIC, Birth Certificate number or Foreign Identification Number of the Minor. By submitting the required information, you declare that all information and particulars provided in the SRV Portal are true, complete, accurate and not misleading in any way. STB may request from you proof of Familial Ties declared via an email from [ethics@stb.gov.sg](mailto:ethics@stb.gov.sg); and
  - (ii) You must choose to use at least S\$10 SRV for the transaction. If the amount payable to the Authorised Booking Partner(s) after application of Child/Youth Subsidy is S\$0, the SRV will be returned to you for use at a later juncture.
6. If the aggregate value of the SRV redeemed is less than the amount payable to the Authorised Booking Partner(s) for the Eligible Product(s) purchased, you shall pay such difference in cash or such other means as the Authorised Booking Partner(s) may permit.
7. No refund of SRV shall be given if the value of the SRV redeemed exceeds the amount payable to the Authorised Booking Partner(s) for the Eligible Product(s) purchased.
8. Products purchased will be further governed by the Merchants’ own Terms and Conditions.

**USE OF SINGPASS, SRV PORTAL AND VOUCHER CODE**

9. You shall comply fully with the Terms of Use of Singpass, and be responsible for exercising due care over your Singpass login ID and password.
10. You shall not utilise another person's Singpass login ID and password to gain access to the SRV Portal.
11. You shall comply fully with the Terms of Use of the SRV Portal, and shall be responsible for exercising due care over the Voucher Codes generated via the SRV Portal, and you shall not share the Voucher Codes with any other individuals.
12. STB shall not be liable for any losses or damages suffered by you owing to your loss of or the misuse of your Singpass login ID and password, SRV or the Voucher Codes.

**RESTRICTIONS ON USE OF SRV**

13. Except for situations where Merchant(s) are directed or otherwise allowed by STB, SRV are not exchangeable for cash, credit, cash voucher, gift voucher, gift card or other cash-equivalents.
14. You agree as follows:
  - (i) not to resell SRV in any denomination for value;
  - (ii) not to transfer SRV in any denomination and/or Voucher Code to another person; and
  - (iii) not to resell an Eligible Product purchased using your SRV for value.

**REFUND AND EXCHANGE POLICY**

15. Unless otherwise set out in these T&Cs, there shall be no refund of SRV under any circumstances.
16. Subject to a Merchant's existing purchase policies, you may transfer your purchased Eligible Product to another person provided that such transfer shall not be made for value.
17. If you have booked an incorrect Eligible Product and/or incorrect date(s) for any Eligible Product(s), your only recourse is to contact the Authorised Booking Partner(s) to amend the date(s) of such booking(s).
18. If you have purchased and consumed Eligible Product(s) using SRV but wish to seek a refund owing to an unsatisfactory experience e.g. actual product was not as stated / advertised, you may approach the Authorised Booking Partner(s) for assistance, subject to SRV and Authorised Booking Partner(s)' existing refund and exchange policies.

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19. If you have purchased Eligible Product(s) using SRV, but have yet to consume the same and the Merchant is no longer operating, e.g. due to violation or Safe Management Measures or Merchant's financial distress, you may approach the Authorised Booking Partner(s) for assistance, subject to the existing refund and exchange policies of the SRV Scheme and the Authorised Booking Partner(s).
20. Notwithstanding the refund and exchange policies set out above, STB may, where it deems necessary and appropriate, direct or otherwise allow Authorised Booking Partner(s) or Merchant(s) to offer cancellations, amendment of dates for bookings, refunds of SRV, refunds of SRV in the form of merchant vouchers and/or exchanges of purchased Eligible Product(s). For refund processes relating to Hotel Voucher(s), your personal data may be used and disclosed by Authorised Booking Partner(s) to the relevant Merchant(s) and/or STB in order for the Authorised Booking Partner(s) and Merchant(s) to process the request.

### **COMPLIANCE WITH ALL APPLICABLE LAWS**

21. You shall comply with all applicable laws, codes, measures, directions, guidelines, conditions and advisories ("Requirements"), including all prevailing and applicable safe distancing and other COVID-19 outbreak-related Requirements.

### **FORFEITURE OF SRV**

22. In the event of any breach of the above restrictions on use of SRV, or any of the T&Cs herein, STB reserves the right to forfeit any unutilised SRV.
23. STB may, in advance of exercising our right to forfeit any unutilised SRV, notify you of our intention to do so, whereupon you shall have three (3) working days from the date of STB's notice to clarify and to detail reason(s) why you should continue to have access to your unutilised SRV. During such period of clarification or any periods of investigation, STB reserves the right to suspend your access to the SRV Portal. If you fail to respond within the aforementioned timeframe, STB shall have the sole and absolute discretion to take any action(s) as it deems necessary and appropriate.

### **FURTHER PROCEEDINGS**

24. You acknowledge and understand that your misuse of the SRV, Singpass or breach of the T&Cs including but not limited to the provision of any false and misleading information or any false or inaccurate declaration made may render you liable for criminal prosecution, including (where relevant) under the Penal Code.

### **WAIVER**

25. STB shall not be liable to you in any manner whatsoever for any loss, damage or expenses incurred or suffered by you arising from or in connection with your utilisation of the SRV,

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utilisation of the Eligible Products, your failure or inability to utilise the SRV or any replacement vouchers or products offered and accepted by you from the Merchants and/or the Authorised Booking Partners, and/or any discontinuance of the SRV Scheme by STB.

26. STB, to the maximum extent permitted by law, disclaims all representations and warranties, express, implied or statutory, including any warranties of merchantability, fitness for a particular purpose, representations as to quality and standard, in relation to the SRV and the Eligible Products.

### **PERSONAL DATA**

27. You agree that your personal data may be collected, used, disclosed or processed in accordance with [STB's Personal Data Protection Policy](#).
28. You confirm that you have obtained the consent of the Minor (or guardian, where applicable) for the disclosure of their personal data for purposes relating to the redemption of the Minor Subsidy, including for any subsequent verification of Familial Tie.

### **AMENDMENTS, DISCONTINUANCE OF SRV SCHEME**

29. STB reserves the right to vary or supplement the T&Cs herein at any time without prior notice, and such variations or supplement shall be immediately applicable to you. You shall be responsible for checking [STB website](#) from time to time for the most current version of these T&Cs.
30. STB shall have the right to discontinue the SRV Scheme in whole or in part on the occurrence of any events, circumstances or causes beyond the STB's reasonable control, which shall include but not be limited to acts of God, any labour or trade disputes, strikes, industrial actions or lockouts, riots, terrorist attacks, acts of war or threats of war, armed conflicts, imposition of sanctions, embargoes, epidemics, pandemics, health risks, quarantine requirements, earthquakes, fires, floods, explosions, accidents, collapsing of buildings, nuclear, chemical or biological contamination, and any law or action taken by a Governmental or public authority.

### **GOVERNING LAW AND JURISDICTION**

31. The T&Cs shall be governed by the laws of the Republic of Singapore.
32. You and STB submit to the exclusive jurisdiction of the Singapore courts.