

TERMS & CONDITIONS

Schedule to Terms & Conditions of entry

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| Promotion name | TFE HOTELS and SINGAPORE AIRLINES KRISFLYER 150,000 KRISFLYER MILES GIVEAWAY |
| Eligible States/Territories | National |
| Promotion period | <p>Start: Friday 1 November 2024 12:00 AM AEDT</p> <p>End: Saturday 30 November 2024 11:59 PM AEDT (to book a stay) and Friday 28 February 2025 11:59 PM AEDT (for these bookings to be actualised as a qualifying stay and paid for during the eligible fulfilment periods).</p> <p>No entries will be accepted outside this time.</p> |
| Promoter | <p>Toga Hotel Management Holdings Pty Ltd</p> <p>ABN: 82162986352</p> <p>45 Jones St</p> <p>Ultimo NSW 2007</p> |
| Eligible entrants | <p>Entry to the promotion is open to Australian residents in all eligible states/territories who: (i) fulfil the method of entry requirements; (ii) are a KrisFlyer member with a valid KrisFlyer membership; and (iii) are 18 years of age or older.</p> |
| Details of prizes | <p>There is one (1) prize to be won. The total prize pool is One Hundred and Fifty Thousand (150,000) KrisFlyer Miles issued by Singapore Airlines Limited ("SIA").</p> <p>The total prize pool value is AUD 9,460 (including GST) as of 14 October 2024. The prize cannot be exchanged or redeemed for cash.</p> |
| Total number of prizes | 1 |

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| Total prize value | Total prize pool (inc GST): AUD \$9,460 as of 14 October 2024. |
| Method of entry | <p>To enter, an entrant must, during the Promotion period:</p> <ol style="list-style-type: none"> Book an eligible stay as per the KrisFlyer x TFE partnership Terms and Conditions (available online at https://www.tfehotels.com/en/about/our-partners/krisflyer-singapore-airlines-group), at a participating TFE Hotel in Australia within the period 01 November 2024 12:00 AM AEDT to 30 November 2024 AEDT 11:59 PM. Stay at a participating TFE hotel in Australia between 1 November 2024 and 28 February 2025. Present their KrisFlyer Membership number on check in at the participating hotel. <p>Entrants must present their KrisFlyer number on arrival and pay their hotel bill in full on departure otherwise their entry will be declared invalid.</p> |
| Prize draw | <p>A random prize draw will occur at 12:00 PM AEDT on Tuesday, 11 March 2025.</p> <p>Location of Draw: TFE Hotels Level 5 45 Jones Street, Ultimo NSW 2007</p> |
| Notification of Winner | The Winner will be notified within two (2) days from the draw date, by phone and email, where further contact information and details will be requested including but not limited to full name, phone number, email, and postal address. |
| Public announcement of winner | The Winner will be published by Tuesday, 18 March 2025 at https://www.tfehotels.com/en/about/our-partners/krisflyer-singapore-airlines-group/ |
| Unclaimed prize draw | <p>A random unclaimed prize draw will occur at 12:00 PM AEST on Wednesday, 11 June 2025</p> <p>Location of draw: TFE Hotels Level 5 45 Jones St Ultimo NSW 2007</p> |
| Notification of unclaimed prize winner | The unclaimed prize winner will be notified via email & phone no later than Friday, 13 June 2025. |

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| Public announcement of winner from unclaimed prize draw | The winner of the unclaimed prize will be published here: https://www.tfehotels.com/en/about/our-partners/krisflyer-singapore-airlines-group/ on Friday, 27 June 2025. |
| Permit reference | Authorised under SA Permit No. T24/1884 ACT Permit No. TP 24/02443 |

Terms & Conditions of entry

1. These terms & conditions of entry (“**Terms**”) must be read in conjunction with the Schedule. The Schedule defines the terminology used in these Terms. Where there is any inconsistency between these Terms and the Schedule, the Schedule prevails. Participation in this promotion constitutes an entrant’s acceptance of these Terms.
2. Entry is open only to legal residents of the Eligible States/Territories who satisfy the Method of entry. Directors, officers, management, employees, suppliers (including prize suppliers) and contractors (and the immediate families of directors, officers, management, employees, suppliers and contractors) of the Promoter and of its related bodies corporate, and of the agencies and companies associated with this promotion, including the competition permit providers TPAL (Trade Promotions and Lotteries Pty Ltd) are ineligible to enter. Immediate family means any of the following: spouse, ex-spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step- brother, step-sister or first cousin.
3. The Promoter will conduct the promotion during the Promotion period.
4. The time zone applicable to any time stated relates to the state or territory where the Promoter is located, unless expressly stated to the contrary.
5. The prize(s) are specified in the “Details of prizes” section of the Schedule.
6. The total prize pool is specified in the “Total prize value” section of the Schedule.
7. Any prize is valued in Australian dollars unless expressly stated to the contrary.
8. Prizes involving travel must be taken to coincide with the dates specified in the “Details of prizes” section of the Schedule or as otherwise specified in the conditions of any third-party travel provider. Any changes to the confirmed prize details will be at the expense of the winner(s) and will only be permitted with the prior consent of the Promoter or third-party travel provider.
9. Unless otherwise stated, any travel prize does not include travel insurance, travel documents, meals, taxes not included in the price of the ticket, transfers, flights, accommodation or any other costs of a personal nature. Compliance with any health, travel insurance, passport or other government requirements is the responsibility of the prize winner. Failure to comply with this will deem the winner’s entry invalid and the entrant will forfeit the prize. The Promoter makes no representation as to the safety, conditions or other issues that may exist as part of the travel or at the destination.
10. Entrants are advised that tax implications may arise from their prize winnings and they should seek independent financial advice prior to acceptance of their prize(s). The Promoter and SIA accept no responsibility for any tax implications that may arise from accepting a prize. Entrants

are responsible for any and all expenses that they incur in entering the promotion and they will not be reimbursed regardless of whether or not they win a prize in the promotion.

11. The entrants must follow the Method of entry during the Promotion period to enter the promotion. Failure to do so will result in an invalid entry. The Promoter will not advise an entrant if their entry is deemed invalid.
12. The time of entry will be deemed to be the time the entry is received by the Promoter.
13. Entrants may submit up to the Maximum number of entries (if applicable).
14. Neither the Promoter nor SIA accept any responsibility for any late, lost, delayed, incomplete, incorrectly submitted, corrupted, illegible or misdirected entries, claims or correspondence whether due to omission, error, alteration, tampering, deletion, theft, destruction, disruption to any communication network or medium, or otherwise including those entries not received by the Promoter for any reason. Neither the Promoter nor SIA is liable for any consequences of user error including (without limitation) costs incurred. No correspondence will be entered into.
15. The prize(s) will be awarded to the valid entrant(s) drawn randomly by the Promoter in accordance with the Prize draw details. The Promoter may draw additional reserve entries (and record them in order). In the event of an invalid entry or an ineligible entrant, or if the entrant is ineligible to accept the prize, the prize will be awarded to the first reserve entry drawn. If the prize can't be awarded to the entrant drawn, the Promoter will then continue this process until the prize is awarded.
16. The winner does not need to be present at the draw unless expressly stated to the contrary.
17. The winner(s) will be notified by the Promoter in accordance with the "Notification of Winner" and "Notification of unclaimed prize winner" (if applicable) sections of the Schedule. Notification to winner(s) will be deemed to have occurred on the later of the time the winner receives actual notification from the Promoter or two business days thereafter. The notification will include details about how the prize(s) can be claimed.
18. The Promoter takes no responsibility where it is unable to contact prize winners who have not provided correct or complete contact details. If an entrant's contact details change during the promotional period, it is the entrant's responsibility to notify the Promoter. A request to modify any entry information should be directed to Promoter.

19. It is a condition of accepting any prize that the winner must comply with all the conditions of use of the prize and the prize supplier's requirements. Each prize must be taken as stated and no compensation will be payable if a winner is unable to use the prize as stated.
20. The Winner's name and state/territory of residence will be published by the Promoter in accordance with the "Public announcement of winner" section of the Schedule (if applicable).
21. If the prize has not been claimed by the Unclaimed prize draw time and date and subject to any written directions from a State lottery agency, the Promoter may conduct an Unclaimed prize draw in accordance with the "Unclaimed prize draw" section of the Schedule (if applicable). In the event the Unclaimed prize draw takes place, the Promoter will attempt to contact the winner of the Unclaimed prize draw in accordance with the "Notification of unclaimed prize winner" section of the Schedule, and if applicable, the name and State/Territory of residency of any winner of the Unclaimed prize draw will be published in accordance with the section of the Schedule entitled "Public announcement of winner from unclaimed prize draw". If a prize is no longer available the Promoter may substitute with a prize of higher or equal value subject to any written directions from a regulatory authority. The Promoter is not allowed to deduct any administrative costs associated with the provision of the prize.
22. To the greatest extent permitted by law, SIA and the Promoter exclude all warranties, representations or guarantees ("**Warranties**") regarding the promotion and any prizes, including any Warranties which may have been made in the course of advertising or promoting the promotion. The conduct of the promotion or the supply of prizes may involve third parties, and SIA and the Promoter make no Warranties and disclaim all liability in connection with any such third parties, their acts or omissions. By entering the promotion, an entrant releases and indemnifies: (i) the Promoter and its related bodies corporate (including the officers, employees and agents of each); and (ii) SIA and its related bodies corporate (including the officers, employees and agents of each) from and against all actions, penalties, liabilities, claims or demands the entrant may have against the Promoter and/or SIA or that the Promoter and/or SIA may incur for any loss or damage which is or may be suffered or sustained as a direct or indirect result of an entrant entering or participating in the promotion or winning or failing to win a prize, or using or permitting any other person to use the prize, except for any liability which cannot be excluded by law or which would cause any part of this clause to be void or unenforceable.
23. If despite the foregoing clause, the Promoter incur a liability to an entrant under any law which implies a Warranty into these Terms which cannot legally be excluded, the Promoter's liability in respect of the promotion is limited, in the Promoter's discretion, to either resupplying such goods or services as form part of the promotion, or paying the cost of resupplying those goods or services. SIA shall not be directly liable to any entrant in connection with this promotion, save as otherwise provided under the SIA Terms and Conditions (as defined below).
24. Without limiting any of the foregoing, in no circumstances will: (i) an entrant or the Promoter have any liability to the other; or (ii) an entrant or SIA have any liability to the other, for any

loss or damage suffered which is indirect or consequential in nature, including without limitation any loss of profit, loss of reputation, loss of goodwill, or loss of business opportunity.

25. The Promoter and its associated agencies and companies, and SIA and its associated agencies and companies, will not be liable for any delay, damage, or loss in transit of prizes.
26. The Promoter may in its absolute discretion not accept a particular entry, may disqualify an entry, or cancel the entire promotion at any time without giving reasons and without liability to any entrants, subject to any written directions from a regulatory authority. Without limiting this the Promoter reserves the right to verify the validity of entries, prize claims and entrants and to disqualify any entrant who submits an entry or prize claim that is misleading or not in accordance with these Terms or who manipulates or tampers with the entry process. In the event that a winner breaches these Terms, the winner will forfeit the prize in whole and no substitute will be offered. Verification is at the discretion of the Promoter, whose decision is final. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
27. Prizes, or any unused portion of a prize, are not transferable or exchangeable and cannot be redeemed for cash, subject to any written directions from a regulatory authority. Where a prize is unavailable for any reason, the Promoter may substitute the prize for another item of equal or higher value subject to any written directions from a regulatory authority. The Promoter accepts no responsibility for any variation in prize value (including between advertising of the promotion and receipt of the prize).
28. The KrisFlyer Miles awarded from this promotion will be credited to the winner's KrisFlyer account within 4 weeks after the prize is accepted.
29. The KrisFlyer miles awarded from this promotion are valid for a period of one (1) year from the date in which they are credited into the winner's KrisFlyer account, following which they shall expire and no extensions will be permitted. For the avoidance of doubt, KrisFlyer miles awarded from this promotion which have not been used by the end of the one (1) year period will expire and shall be deemed null and void.
30. You must be a KrisFlyer member to earn and redeem KrisFlyer Miles. A joining fee may apply.
31. By participating in the promotion, each entrant agrees to comply with and be bound by these Terms, SIA's conditions of use of website, SIA's Privacy Policy, KrisFlyer Terms and Conditions, Kris+ Terms and Conditions and KrisShop terms and conditions (collectively, "**SIA Terms and Conditions**"). Non-compliance with or breach of any of these SIA Terms and Conditions may result in the entrant being disqualified at any stage of the promotion, and any prizes won may be forfeited, withheld, withdrawn or reclaimed. Unless otherwise defined, capitalised terms used herein shall have the meanings assigned to them in the respective SIA Terms and Conditions.

32. KrisFlyer miles can be used to redeem eligible flights on Singapore Airlines, Scoot or their partner airlines, and/or for purchases on non-airline partners (such as KrisShop, KrisFlyer vRooms, via Kris+, and Pelago) in accordance with the applicable terms and conditions.
- (a) The use of KrisFlyer miles to redeem an air ticket is subject to seat availability at the time of reservation or ticket issuance and must be used in accordance with the terms and conditions of the KrisFlyer programme (available online at https://www.singaporeair.com/en_UK/ppclub_krisflyer/termsconditions-kf/).
 - (b) The use of KrisFlyer miles to redeem merchandise on KrisShop (available online at <https://www.krisshop.com/en/>) is subject to stock availability at the time of purchase and must be used in accordance with the terms and conditions of the KrisFlyer programme, and the terms of use of the KrisShop website (available online at <https://www.krisshop.com/en/page/platform-and-sale-terms>).
 - (c) The use of KrisFlyer miles to redeem hotel stays or car rentals on KrisFlyer vRooms (available online at <https://www.krisflyervrooms.com>) is subject to room/car availability at the time of booking and must be used in accordance with the terms and conditions of the KrisFlyer programme, and the terms of use of the KrisFlyer vRooms website (available online at <https://krisflyervrooms.com/shopping/terms>).
 - (d) The use of KrisFlyer miles to redeem for shopping, dining, wellness services via the Kris+ app must be used in accordance with the terms and conditions of the KrisFlyer programme, and Kris+ partners (available online at www.krisplus.com).
 - (e) The use of KrisFlyer miles to redeem activities and experiences on Pelago must be used in accordance with the terms and conditions of the KrisFlyer programme, and terms of use of Pelago (available online at <https://pages.pelago.co/en-sg/terms-of-use/>).
33. Transfer of KrisFlyer miles from the winner's KrisFlyer account to another KrisFlyer member's account is not permitted.
34. In the case of the intervention of any outside act, agent or event which prevents or significantly hinders the Promoter's or SIA's ability (or that of a third party involved with the promotion) to proceed with the promotion on the dates and in the manner described in these Terms, including but not limited to vandalism, natural disasters, acts of God, civil unrest, strike, war, act of terrorism, the Promoter's and SIA's obligations in respect of the promotion will be suspended for the duration of the event and, in addition, the Promoter may in its absolute discretion cancel the promotion and recommence it from the start on the same conditions, subject to approval of the relevant authorities.
35. All entries become the property of the Promoter. As a condition of entering into this promotion,

entrants agree to assign all their rights in and to their entry and any related content to the Promoter, including any copyright or other intellectual property rights in the entry and related content. Without limiting this, the Promoter may use entry content for any and all purposes including commercial purposes. You warrant that entry content is original, lawful and not misleading and that the Promoter's use of such content will not infringe the rights of any third parties. The Promoter has no obligation to credit you as the author of any content submitted and may otherwise do any acts or omissions which would otherwise constitute an infringement of any moral rights you may have as an author of content.

36. Entrants consent to the Promoter using the personal information provided in connection with this promotion for the purposes of facilitating the conduct of the promotion and awarding any prizes, including to third parties involved in the promotion and any relevant authorities. In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter including third parties may, for an indefinite period, unless otherwise advised, use the private information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant.
37. The collection and disclosure of personal information provided in connection with this promotion by the Promoter will be handled in accordance with the Promoter's Privacy statement which adheres to the Privacy Act 1988 (cth) and Australian Privacy Principles.
38. Additionally, by participating in the promotion, each entrant consents that any and all personal data he/she submits (including his/her name, KrisFlyer membership number, email address and contact number) may be collected, used, disclosed, or otherwise processed (collectively, "**Processed**") by SIA, its authorised service providers and its advertising and promotion agencies for the purposes indicated in SIA's Privacy Policy (available online at http://www.singaporeair.com/en_UK/privacy-policy/) and for administrating the promotion and the prize, including to communicate with the winner on collection of the prize and for SIA's publicity and/or advertising campaigns connected to the promotion, and further agree that such use and disclosure will be without payment or compensation.
39. The promotion and these Terms will be governed by the law of the State or Territory in which the Promoter ordinarily resides. Entrants accept the non-exclusive jurisdiction of courts and tribunals of that State or Territory in connection with disputes concerning the promotion.
40. Facebook, YouTube, Instagram, TikTok, or Snapchat may be used to advertise or promote the promotion. By entering the promotion, entrants agree that the promotion is in no way sponsored, endorsed or administered by, or associated with Facebook, YouTube, Instagram, TikTok or Snapchat; and to release Facebook, YouTube, Instagram, TikTok, or Snapchat from all liability in relation to this promotion. Any questions, comments or complaints regarding the promotion should be directed to the Promoter and not Facebook, YouTube, Instagram, TikTok, or Snapchat.