

## **Terms and Conditions**

### **TICKETS**

Tickets can only be purchased through Snow City ticketing counter and website.

Snow City Singapore operates a no-refunds policy for all cancellations and non-attendances.

Tickets are valid for 2 months of the original purchase.

All activities must be completed on the same day. Activities cannot be split across different days.

Subject to wet weather conditions and maintenance activity.

Ticket includes complimentary usage of safety helmet, goggle and vest.

Strictly for participants 14 years old and above except for Soft Archery activity. Snow City reserves the right to void entry should the participants do not meet the age requirement of the attraction.

Ticket prices are exclusive of GST

### **RETURN AND REFUND POLICY**

#### **RETURN POLICY**

In the event a participant is unable to complete their purchased activity due to inclement weather Snow City will offer a reschedule of visit in which enables the participant to return later that day or another day within 2 months of the original purchase.

#### **REFUND POLICY**

Snow City Singapore conducts a 'No Refund' policy.

### **CONDITIONS OF ENTRY**

Please note that all participants must be in the appropriate and required gear such as covered shoes and pants to participate in our activities. Do bring extra set of clothing for paintball activity.

Admission price includes access to the venue and complimentary usage of safety helmet, goggle and vest.

The operation of some attractions may be affected by adverse weather conditions or maintenance activity.

We reserve the right to refuse entry or remove participants from venues for vandalism, stealing, offensive behaviour, queue line jumping, failure to properly supervise persons under your care, failure to follow safety instructions or failure to comply with these Terms and Conditions.

We reserve the right to inspect bags at any time for security purposes.

The Terms of release and waiver is required to be signed prior to undertaking any of the activities.

### **PARTICIPATING IN THE ACTIVITIES**

For your safety and comfort there are age restrictions on some of our attractions. The specific details are available on our website under the specific activity.

Please note that all guests must be in the appropriate and required gears to participate in our activities.

Pregnant women, and those with casts or pre-existing health issues should not participate. Further specific restrictions may be displayed throughout the premises via signage announcements and or staff communication, you must obey in full compliance.

Participants must be in good health and free from any potentially adverse medical conditions. You should seek medical advice if uncertain.

Further specific restrictions may be displayed throughout the venues via signage announcements and or staff communication, you must obey these.

We recommend that appropriate footwear be worn within the venues.

Appropriate clothing must be worn at all times.

There are inherent risks in the participation in our activities and attractions. You, by your participation, accept the inherent risks of which a prudent person is or should be aware. You should

consider this participation an exercise in good judgement and act in a responsible manner while using the facility and in accordance with all guidelines and safety instructions

Adults / carers are responsible for persons under their supervision.

You must not participate in or on any activity or attraction, when under the influence of alcohol or drugs.

You must act with good judgement and consideration, both for yourself and others, and refrain from behaviour which could affect your safety, the safety of others and the safety of the attraction.

You must obey all reasonable written and verbal instructions and warnings, given by Snow City Singapore or its venue staff.

You must use, as instructed, all safety equipment provided when participating in any attraction or activity.

You are responsible for your own personal property.

Snow City Singapore takes all reasonable steps to provide you with a safe and enjoyable experience at the venues.

### **MEDICAL CONDITIONS LIST**

For the safety of participants, it is essential to be aware of any medical conditions that may impact their ability to engage in paintball and shooting activities. Please review the following list and disclose any relevant medical conditions to our staff before participating. If you have any concerns about your ability to participate, consult with a healthcare professional before engaging in these activities.

1. Cardiovascular Conditions:
  - Heart disease
  - High blood pressure
  - Angina
2. Respiratory Conditions:
  - Asthma
  - Chronic obstructive pulmonary disease (COPD)
3. Neurological Conditions:
  - Epilepsy or seizures
  - History of concussions
4. Orthopedic Conditions:
  - Recent fractures or surgeries
  - Joint replacements
5. Vision and Hearing Conditions:
  - Vision impairment not corrected by lenses
  - Significant hearing loss
6. Allergies:
  - Severe allergies requiring an EpiPen
7. Psychiatric Conditions:
  - Anxiety disorders
  - Panic disorders
8. Other Medical Conditions:
  - Diabetes
  - Blood disorders
  - Any condition that may be aggravated by physical activity or stress
9. Medication:
  - List any medications you are currently taking, including dosage.
10. Pregnancy:

- If applicable, disclose pregnancy, as some activities may not be suitable.
11. Previous Injuries:
- Any recent or ongoing injuries that may affect your ability to participate safely.

\*\* Please note this does not necessarily exclude a person from doing our activities. However, Snow City Singapore reserves the right to deny you access to the Activities in the event that you suffer from the above conditions.

It is important for all customers to declare any of the above medical conditions when they check in. Snow City Singapore reserves the right to change these Terms and Conditions at any time without notice