

Adventure Cove Waterpark™ / Universal Studios

Singapore® Terms & Conditions*:

Standard Terms and Conditions (Ticket / Attractions Membership / Voucher, including electronic version)

- Non-transferable, non-refundable, and not for sale or exchange. This applies to the following including: events outside Resorts World Sentosa's control; governmental acts, acts of God, riots, strikes, natural disasters, haze or inclement weather (regardless of severity).
- Void if altered, tampered with, or damaged.
- Applicable for admission during regular park operating hours, but not valid during Special Events.
- Regular park operating hours are subject to change without prior notice.
- Resorts World Sentosa uses facial recognition for access management, personalized guest experience, operational improvement, safety, and security. By entering Universal Studios Singapore and/or purchasing tickets to Universal Studios Singapore, you agree to the above usage.
- Universal Studios Singapore admission is not valid for re-entry.
- Hand stamp and ticket are required for same day re-entry into Adventure Cove Waterpark only.
- Please be mindful of your safety and belongings at all times, as we shall not be liable for any damage or loss that you may suffer arising from your use of Adventure Cove Waterpark or Universal Studios Singapore, whether such damage or loss is caused by our negligence or otherwise.
- These premises are under surveillance.
- For the safety of all our guests, team members and marine animals, Resorts World Sentosa will conduct bag checks on all personal and/or hand carry baggage.
- You acknowledge that failure to follow posted guidelines may result in serious injury or expulsion from the Attraction.

Please be advised that Resorts World Sentosa ("RWS") may collect, use and disclose your personal data, for the purposes set out below and in the RWS Personal Data protection statement

(<https://www.rwsentosa.com/en/personal-data-protection>)

- To process your product booking, payment & for other administrative purposes
- To provide notifications for your product booking confirmation via RWS's authorized service provider

- iii. To prepare souvenirs of your time here which will be available for you to purchase.
- iv. To use for publicity in relation to the promotion of our Integrated Resort including award and competition participation now and in the future.

Restrictions:

- Outside food and beverages are not permitted. Proper attire must be worn at all times.
- No costumes, full face make up, full face painting or masks are allowed in Universal Studios Singapore, unless stated otherwise. Please refer to our Special Events and Costume Policy for further details.
- Guests wearing costumes will be turned away at the front gate, unless stated otherwise. Please refer to our Special Events and Costume Policy for further details.
- No smoking except at designated areas. Motorised or wheeled mobility equipment is not allowed, including but not limited to; skate-scooters, in-line skates, roller-blades, unicycles, Segways, bicycles, tricycles, airwheels and pull-trolleys.
- For the safety of your children, please ensure that they are supervised at all times.
- Photography, video recording, eating, drinking and smoking are not permitted inside the Universal Studios Singapore attractions.
- Guests must not film or photograph Universal Studios Singapore for any promotional or commercial purpose unless approved in writing by Resorts World Sentosa.

Express Products

- Universal Studios Singapore Express pass is valid for one use per attraction only.
- Prices and Participating Attractions are subject to change without prior notice.
- Guest(s) are required to hold on to their individual Express Tickets at the Attractions.
- For “Print-at-Home E-TICKET” (Paper) or Tickets which are faded and/or unreadable by our system, Guest may proceed to Guest Services for assistance.
- Universal Studios Singapore Express Entitlement is not valid at Magic Potion Spin, Canopy Flyer, Treasure Hunter, Despicable Me Minion Mayhem, Silly Swirly, Buggie Boogie, Front Row on Battlestar Galactica: Human vs. Cylon and other selected Attractions.
- Adventure Cove Waterpark Express Entitlement is valid at Rainbow Reef, Dueling Racer and Riptide Rocket only.

- Adventure Express will require each ticket holder to be immediately tagged with a wristband onsite at the various purchase and redemption locations. All Adventure Express ticket holders must be present at point of redemption/purchase for tagging.

Meal Voucher(s) (MV)

- Valid at any restaurant within Universal Studios Singapore and Adventure Cove Waterpark (unless otherwise stated on the voucher).
- Universal Studios Singapore Meal Voucher is not valid at Starbucks, Me Want Cookie!, and Oasis Spice Café.
- Adventure Cove Waterpark Meal Voucher is not Valid at Riverside cart.
- Vouchers cannot be used for souvenirs or alcoholic beverages.
- Voucher cannot be used in conjunction with any promotion.
- Voucher(s) must be utilised on the same day of visit to Universal Studios Singapore or Adventure Cove Waterpark (separate admission ticket required for admission into Universal Studios Singapore and Adventure Cove Waterpark).
- Vouchers are valid for one (1) - time use only and are nonexchangeable for cash and non-refundable.
- No refund or change will be given if purchase value is less than voucher value.
- Minimum Spending or Maximum Voucher per transaction are applicable if stated on voucher(s).
- Only redeemable during park hours up to 30 minutes prior to posted park closing time.

Retail Voucher(s) (RV)

- Valid at any retail outlet within Universal Studios Singapore and Adventure Cove Waterpark (unless otherwise stated on the voucher).
- Voucher not valid for DEI & DIGI Photo products/services, Dark Room, Carnival Games, and Candylicious Store.
- Voucher cannot be used in conjunction with any other promotional offers, discounts or other vouchers.
- Voucher(s) must be utilised on the same day of visit to Universal Studios Singapore or Adventure Cove Waterpark (separate admission ticket required for admission into Universal Studios Singapore and Adventure Cove Waterpark).
- Vouchers are valid for one (1) - time use only and are nonexchangeable for cash non-refundable.

- No refund or change will be given if purchase value is less than voucher value.
- Minimum Spending or Maximum Voucher per transaction are applicable if stated on voucher(s).

Storage of bulky items in Universal Studios Singapore Rentals

- Resorts World at Sentosa ("RWS") is not liable for any loss or damage to the property stored, whether such loss or damage is caused by RWS's negligence or otherwise. If the property is not claimed within three (3) days, RWS reserves the right to dispose of it without any liability to RWS. Storage fees apply.

Universal Studios Singapore SEASON PASS Ticket Terms & Conditions

Before E-Season Pass is processed:

- This ticket only allows one-time admission to Universal Studios Singapore on your selected date of visit and is not valid for subsequent entries.
- An email will be sent to you to provide your personal information including a recent photo as required for your e-season pass.
- You will receive your e-season pass within (2) working days after RWS has received all required information from you, provided that the submitted information is complete, correct and accurate. RWS shall not be responsible for any delays due to incomplete or incorrect information.
- The commencement date of your e-season pass will be same as your selected first visit date at the point of purchase.
- The e-season pass will be sent to your email and you may use it for subsequent admissions to Universal Studios Singapore throughout the validity period.
- Valid for one (1) guest.
- Non-transferable.
- Not for sale or exchange.
- Non-refundable, even in cases of inclement weather.
- Void if altered.
- Strictly no outside food or beverages permitted.
- Not valid during special events that require a separate admission ticket.
- Universal Studios Singapore special event calendar information may be found at www.rwsentosa.com.
- Not to be used for promotional purposes unless approved in writing by RWS.

- Park operating hours are subject to change without prior notice, guest may visit <http://www.rwsentosa.com> for updates prior to visit.
- Reserves the right to vary or amend any terms and conditions without prior notice.
- Re-entry is allowed. Do present your ticket upon re-entry.

After E-Season Pass is processed and received by guest:

- The E-Season Pass must be presented at all times for admission and to enjoy the season pass's benefits and discounts.
- Valid E-Season Pass must be presented for admission or re-entry into Universal Studios Singapore.
- The E-Season Pass is valid for entry during normal Universal Studios Singapore operating hours with unlimited usage for 6 months from the date of first visit, except for special events that require a separate admission ticket. You may find Universal Studios Singapore calendar information at www.rwsentosa.com.
- For the purpose of calculating the USS Season Pass validity period, a duration of "6 (six) months" shall be defined as 183 consecutive calendar days, inclusive of start date (i.e. date of first visit) and end date.
- Valid for one (1) guest.
- Non-transferable.
- Not for sale or exchange.
- Non-refundable, even in cases of inclement weather.
- Void if altered.
- Strictly no outside food or beverages permitted.
- Not to be used for promotional purposes unless approved in writing by RWS.
- Park operating hours are subjected to change without prior notice, guest may visit <https://www.rwsentosa.com> for updates prior to visit.
- RWS reserves the right to vary or amend any terms and conditions or benefits entitlements without prior notice.
- Re-entry is allowed. Do present your e-season pass upon re-entry.
- RWS reserves the right to terminate any guest's season pass without liability in the event of (a) breach of terms and conditions of the season pass; (b) abuse of benefits; or (c) false declaration of personal information.
- RWS reserves the right to require you to update your personal data, including your photo profile to ensure the accuracy of your records.

Universal Studios Singapore Stroller Rental

- The stroller is strictly for use *within Universal Studios Singapore (USS)*. It must not be taken outside the park grounds.

- The stroller is designed to carry a maximum of two (2) children, with a combined total weight not exceeding 45kg (100 lbs).
- Present your E-ticket to collect your stroller from Universal Studios Singapore Rentals on the day of your visit.
- Not for sale or exchange.
- Non-refundable, even in the event of inclement weather.
- The stroller is rented for the duration of a single day, during Universal Studios Singapore operating hours.
- The stroller must be returned to the designated return point before park closing time.
- Do not leave children unattended in the stroller.
- Do not hang heavy bags or belongings on the stroller handles, as this may cause it to tip over.
- Guests are responsible for using strollers safely and appropriately. Universal Studios Singapore is not liable for any injuries or damage resulting from improper use.

Universal Studios Singapore Wheelchair Rental

- The wheelchair is strictly for use *within Universal Studios Singapore (USS)*. It must not be taken outside the park grounds.
- The wheelchair is designed for 1 person of weight not exceeding 150kg (350 lbs).
- Present your E-ticket to collect your wheelchair from Universal Studios Singapore Rentals on the day of your visit.
- Not for sale or exchange.
- Non-refundable, even in the event of inclement weather.
- The wheelchair is rented for the duration of a single day, during Universal Studios Singapore operating hours.
- The wheelchair must be returned to the designated return point before park closing time.
- Guests are responsible for using the wheelchair safely and appropriately. Universal Studios Singapore is not liable for any injuries or damage resulting from improper use.

Special Events (applicable whenever the Event/Programmes are made available)

Halloween Horror Nights

- Standard Terms and Conditions apply.
- Separate Event ticket required for this Event. Event operating hours are subject to change without prior notice.
- Event is not recommended for children under the age of 13, adult supervision and discretion are strongly advised.
- Costumes are allowed in Universal Studios Singapore on Wednesday 30 October 2024, and Thursday 31 October 2024 only. Guests wearing costumes, on other event days will be turned away at the front gate. Please refer to our Costume Policy for further details.
- We reserve the right to refuse or expel any Guest whose conduct is objectionable including, but not limited to the following actions:
 - Line jumping, use of foul language and/or inappropriate behavior.
 - Mistreatment and/or abuse of “Scare Actors”.

Costume Policy

Halloween Horror Nights guests may wear costumes to Universal Studios Singapore only on (a) Wednesday, 30 October 2024; and (b) Thursday, 31 October 2024, subject to the following Resorts World Sentosa (“RWS”)’s costume guidelines:

- Guests must be fully clothed, including shoes and shirts.
- Guests may not be admitted to Universal Studios Singapore if costume worn can disrupt public order, incite trouble, is morally offensive or violates public decency laws.
- Except as required by RWS, religious or medical reasons, guests shall not wear any covering that fully or partially obscures a person’s face, including costume masks, prosthetic makeup, facial coverings, and face applications. Face painting is permitted only if it covers no more than one-half of the face (applied vertically only). Guests may be requested to modify their make-up or remove any type of facial covering to meet the above standards.
- No special or atmospheric effects, including but not limited to lights, balloons, smoke, fog, effects powered by electricity or battery, and sound effects, are permitted.
- Guests shall not wear costumes or accessories (e.g. uniforms, or props) that may create a false impression or cause confusion that guests are affiliated with Universal Studios Singapore and are part of the Halloween Horror Nights’ experience. This includes but is not limited to any form of impersonation of civil personnel, park team members, entertainers, and attraction themes (e.g scare zones, haunted houses, shows, etc). Guests may be requested to modify their costume or accessories (where possible) or remove their

accessories to meet the above standards. If guests are unable to modify their costumes, they may be requested to change their costumes.

- Costumes, accessories and any items that may pose a danger to other guests and team members are not allowed. This includes but is not limited to veils, long trains, stilts, and oversized costumes.
- For the safety of all guests, including yourself, you may be asked to remove loose accessories and/or part(s) of your costume before participating in certain attractions. Also, depending on the type of costume worn, you may not be admitted to certain attractions.
- Any item that resembles a weapon or is manufactured in the shape of a weapon (including toys and handmade items) cannot be brought into the park (except merchandise that is sold at Universal Studios Singapore).
- Please refrain from dangerous actions and/or behavior that may hinder the operation of shows and attractions or may frighten other guests.
- Please refrain from photography or filming that may be bothersome to other guests.
- Please refrain from wearing make-up that can smudge or rub off on other guests, team members or park facilities.

We reserve the right to refuse any guest who fails to comply with RWS' Costume Policy.

Note:

Any resale of tickets/vouchers is strictly prohibited unless authorized in writing by RWS. RWS reserves the right to invalidate tickets/vouchers in connection with any fraudulent /unauthorized resale transaction, without refund or other compensation. Tickets/vouchers are permitted for one (1) - time usage only. If it is determined by RWS that there are multiple copies/usages of the ticket, usage of the ticket will be denied. In the event of any dispute, a final decision shall be made in our sole and absolute discretion, based on our electronic record. Admissions to the Attractions are subject to the individual Attraction's rules and regulations. This ticket/voucher is a revocable license and admission to the Attractions/Entitlements may be refused by us, including where we have refunded you for the price paid for the ticket. Insofar as permitted by applicable law, we shall not be responsible or liable for any damage or loss you may incur, whether such damage or loss is caused by our negligence or otherwise. Accordingly, by using this ticket, you agree to release us from all such liability.

We reserve the right to refuse or expel any person whose conduct is objectionable, and any claims against us shall be litigated only in the Singapore Courts. RWS reserves the right to vary or amend any terms and conditions without prior notice. For avoidance of doubt, "we", "our", "us" and "RWS" as used in the foregoing means Resorts World at Sentosa Pte. Ltd.

* RWS reserves the right to amend or add to the terms and conditions at any time without prior notice.