

Infinite Journeys Terms and Conditions

BY PARTICIPATING IN INFINITE JOURNEYS WITH SHANGRI-LA'S GOLDEN CIRCLE AND SINGAPORE AIRLINES KRISFLYER, YOU AGREE TO THESE INFINITE JOURNEYS TERMS AND CONDITIONS.

These terms and conditions (the "Infinite Journeys Terms") govern Infinite Journeys with Shangri-La's Golden Circle and Singapore Airlines KrisFlyer ("Infinite Journeys"). By participating in Infinite Journeys and receiving and redeeming benefits of Infinite Journeys including, without limitation, Golden Circle Award Points in Golden Circle ("Points") and KrisFlyer Miles in Singapore Airlines KrisFlyer ("Miles"), each registrant (an "Infinite Journeys Participant") agrees that he/she has read, understood and accepted these Infinite Journeys Terms. Shangri-La International Hotel Management Limited, the operator of the Shangri-La Hotels and Resorts ("Shangri-La") and Singapore Airlines ("Singapore Airlines") may at any time amend, modify or supplement these Infinite Journeys Terms, and continued participation in Infinite Journeys will constitute an Infinite Journeys Participant's acceptance of any such amendment, modification, or supplementation.

1. Eligibility of Infinite Journeys Participants.

1.1. Eligibility. Infinite Journeys requires membership linkage in both the Golden Circle and the KrisFlyer programme and an individual's membership accounts in both programmes must be under the same name. Membership of both programmes may be obtained for free on the Golden Circle website www.goldencircle.shangri-la.com and singaporeairlines.com/krisflyer.

1.2. Membership Linkage.

1.2.1. An individual may link their Golden Circle and KrisFlyer membership for Infinite Journeys by logging into their own Golden Circle membership account through the Golden Circle website www.goldencircle.shangri-la.com or logging into their own KrisFlyer membership account through krisflyer.com.

1.2.2. An Infinite Journeys Participant will not be able to earn both Miles and Points for any Qualifying Stay at any Participating Hotels and enjoy any benefits of Infinite Journeys under these Infinite Journeys Terms (regardless of eligibility), until 48 hours after membership linkage is completed.

1.2.3. An Infinite Journeys Participant who has successfully linked his/her memberships for Infinite Journeys at least 48 hours prior to checking out of any Participating Hotels will earn Miles if the Infinite Journeys Participant meets the requirements of Section 2, regardless of the date on which the Qualifying Stay was booked.

1.2.4. Crediting of Miles. Any Miles earned through Infinite Journeys in addition to Points earned in accordance with the Golden Circle Programme Terms, will be credited to a Golden Circle Member's KrisFlyer Member account within 6 to 8 weeks after the Points are posted to the Golden Circle account for the Qualifying Stay.

1.3. Programme Terms.

1.3.1. Golden Circle Programme. Unless otherwise specified in these Infinite Journeys Terms, the terms and conditions of the Golden Circle Programme Terms apply to Infinite Journeys.

1.3.2. KrisFlyer Programme. Unless otherwise specified in these Infinite Journeys Terms, the terms and conditions of the KrisFlyer Programme Rules apply to Infinite Journeys.

1.4. Membership Number. An Infinite Journeys Participant will only be able to earn Miles, earn Points or receive Infinite Journeys benefits for Qualifying Stays if the reservation includes the Infinite Journeys Participant's Golden Circle Membership Number.

- 1.5. Definitions. To the extent that terms are capitalised in these Infinite Journeys Terms, the terms have the meanings specified in the Golden Circle Programme Terms or the KrisFlyer Programme Rules, as applicable. These include, without limitation, the definitions of Qualifying Stays, Participating Hotels, Golden Circle Jade Membership, Golden Circle Diamond Membership in the Golden Circle Programme Terms and the definitions of KrisFlyer Elite Silver status, KrisFlyer Elite Gold status in the KrisFlyer Programme Rules.

2. Earning Miles and Points for Hotel Stays
An Infinite Journeys Participant who has successfully linked his/her Golden Circle and KrisFlyer memberships will earn 500 Miles for each Qualifying Stay at any Participating Hotels and Points in accordance with the Golden Circle Programme Terms if the reservation includes the Infinite Journeys Participant's Golden Circle Membership number.

3. Converting Points to Miles
 - 3.1. An Infinite Journeys Participant who has successfully linked his/her Golden Circle and KrisFlyer memberships is eligible to enjoy 25% bonus Miles when he/she converts Points into Miles at a ratio of one (1) Mile to one (1) Point in accordance with the Golden Circle Programme Terms (i.e. an Infinite Journeys Participant will receive five (5) Miles for every four (4) Points converted).
 - 3.2. Golden Circle and KrisFlyer have the right to terminate the 25% bonus Miles or to change the conversion policies, procedures or conditions in whole or in part, at any time, with or without notice.

4. Converting Miles to Points
 - 4.1. An Infinite Journeys Participant who has successfully linked his/her Golden Circle and KrisFlyer memberships is eligible to convert Miles into Points at a ratio of twelve (12) Miles to one (1) Point in accordance with the KrisFlyer Programme Rules.
 - 4.2. A maximum of one hundred and eighty thousand (180,000) Miles, per member, per calendar year may be converted to Points.
 - 4.3. Each conversion requires a minimum transfer of twenty thousand (20,000) Miles.
 - 4.4. Members should allow 7-10 business days for Miles and/or Points to post to their accounts.
 - 4.5. Golden Circle and KrisFlyer have the right to terminate the conversion from Miles to Points offering or to change the conversion policies, procedures and conditions in whole or in part, at any time, with or without notice.

5. Status Match Benefits for KrisFlyer Elite Gold and PPS members
 - 5.1. Eligibility. Registration for Golden Circle Jade membership status match benefit requires an Infinite Journeys Participant to hold membership of both Golden Circle with Gold membership status and (a) KrisFlyer Elite Gold or (b) PPS Club membership status. An individual's membership accounts in both programmes must be under the same name. Membership of Golden Circle with Gold membership status may be obtained for free on the Golden Circle website www.goldencircle.shangri-la.com.

- 5.2. Limitations on Eligibility. An individual who is an existing Golden Circle Jade member, Golden Circle Diamond member, KrisFlyer Basic member, KrisFlyer Elite Silver member or who has registered for this benefit at least once (1) before will not be eligible to register for Golden Circle Jade membership under Infinite Journeys.
 - 5.3. Registration: A KrisFlyer Elite Gold or PPS Club member may only register for this Golden Circle Jade membership status match benefit once through krisflyer.com. Repeat or multiple registrations are not allowed.
 - 5.4. Requirements to enjoy Golden Circle Jade membership Status
KrisFlyer Elite Gold and PPS members who have successfully registered for this benefit are required to complete one (1) Qualifying Stay in order to enjoy the Golden Circle Jade membership status for one (1) year.
6. Status Match Benefits for Golden Circle Diamond and Jade members
- 6.1. Eligibility. Registration for KrisFlyer Elite membership status benefit requires an Infinite Journeys Participant to hold membership of both Golden Circle with Diamond or Jade membership status and a KrisFlyer Basic or Elite Silver membership status. An individual's membership accounts in both programmes must be under the same name. Basic membership of KrisFlyer may be obtained for free at krisflyer.com.
 - 6.2. Limitations on Eligibility. An individual who is an existing Golden Circle Gold member, KrisFlyer Elite Gold or PPS Club member or who has registered for this benefit at least once (1) before will not be eligible to register for KrisFlyer Elite membership status under Infinite Journeys.
 - 6.3. Registration. A Golden Circle Diamond or Jade member may only register for this KrisFlyer Elite membership status benefit once through the Golden Circle website www.goldencircle.shangri-la.com. Repeat or multiple registrations are not allowed.
 - 6.4. Upon successful registration, a KrisFlyer Basic member will be upgraded to KrisFlyer Elite Silver membership status within six (6) to eight (8) weeks of registration. An existing KrisFlyer Elite Silver member will enjoy a one-year extension to his/ her KrisFlyer Elite Silver membership status within 6-8 weeks of registration.
 - 6.5. Requirements to enjoy KrisFlyer Elite Gold membership status
 - 6.5.1. A Golden Circle Diamond member who has successfully registered for this benefit is required to purchase and travel once (1) on a Singapore Airlines or SilkAir commercial flight in any booking class except booking class codes G 'Group fares', award and codeshare flights, within four (4) months of registration in order to enjoy the KrisFlyer Elite Gold membership status for one (1) year.
 - 6.5.2. A Golden Circle Jade member who has successfully registered for this benefit is required to purchase and travel three (3) times on a Singapore Airlines or SilkAir commercial flight in any booking class except booking class codes G 'Group fares', award and codeshare flights, within four (4) months of registration in order to enjoy the KrisFlyer Elite Gold membership status for one (1) year.
7. Termination of Participation in Infinite Journeys.
- 7.1. Termination by an Infinite Journeys Participant. An Infinite Journeys Participant may terminate his/her participation in Infinite Journeys at any time by delinking membership accounts and opting out of Infinite Journeys by calling the KrisFlyer Customer Contact Centre or through krisflyer.com.

- 7.2. Termination by Shangri-La and Singapore Airlines. Shangri-La and Singapore Airlines may suspend Infinite Journeys benefits or terminate an Infinite Journeys Participant's ability to participate in Infinite Journeys at any time with immediate effect and without written notice, for any reason and in their sole discretion including, without limitation, if:
 - 7.2.1. The Infinite Journeys Participant's Golden Circle Membership or KrisFlyer membership has been suspended or terminated for any reason; or
 - 7.2.2. Shangri-La or Singapore Airlines believes the Infinite Journeys Participant has:
 - 7.2.2.1. Violated the Golden Circle Programme Terms or the KrisFlyer Programme Rules;
 - 7.2.2.2. Acted in a manner inconsistent with applicable laws, regulations and ordinances;
 - 7.2.2.3. Failed to pay any hotel bill when due to Shangri-La or a Participating Hotel;
 - 7.2.2.4. Acted in an inappropriate, fraudulent, abusive or hostile manner;
 - 7.2.2.5. Breached or violated any of these Infinite Journeys Terms; or
 - 7.2.2.6. Engaged in any misconduct or wrongdoing in connection with Infinite Journeys.
8. Other terms.
 - 8.1. Modification of Infinite Journeys. Shangri-La and Singapore Airlines may amend, modify or supplement the Infinite Journeys Terms, benefits, amenities, offers, awards and services at any time, for any reason and without notice.
 - 8.2. Termination of Infinite Journeys. Shangri-La and Singapore Airlines may terminate Infinite Journeys at any time. An Infinite Journeys Participant may not earn Miles for Qualifying Stays at Participating Hotels in addition to earning Points, or claim Infinite Journeys benefits upon the termination of Infinite Journeys, even if the stay was booked before termination.
 - 8.3. Benefits Subject to Availability. All Infinite Journeys benefits, amenities, offers, awards and services are subject to availability.
 - 8.4. No Sale or Transfer. Infinite Journeys benefits may not be sold, bartered or transferred (other than by Shangri-La, Singapore Airlines or their respective agents). Any attempted transfer, sale or barter will be void. Shangri-La, Singapore Airlines and their partners may refuse to honour or recognize any benefits which such party believes may have been transferred, sold or bartered.
 - 8.5. Infinite Journeys Participant Data. Shangri-La and Singapore Airlines may each receive Data (as defined below) regarding Infinite Journeys Participants from the other party including, without limitation, names, addresses, email addresses, Golden Circle membership account information, and KrisFlyer programme account information.
 - 8.5.1. KrisFlyer. Singapore Airlines may receive Data (as defined below) regarding Infinite Journeys Participants from Shangri-La which may be used by Singapore Airlines in connection with Infinite Journeys including, without limitation, to verify account information, award Miles in the KrisFlyer programme, and provide Infinite Journeys benefits. The Data provided to Singapore Airlines from Shangri-La may include an Infinite Journeys Participant's name, date of birth, email address, Golden Circle membership number, Golden Circle membership status and will be used by Singapore Airlines in accordance with the Privacy Policy and KrisFlyer Terms and Conditions.
 - 8.5.2. Shangri-La. Shangri-La may receive Data regarding Infinite Journeys Participants from Singapore Airlines which may be used by Shangri-La in connection with Infinite Journeys including, without limitation, to verify account information, to award Points, and to enable Shangri-La Participating Hotels to provide Infinite Journeys benefits. The

Data provided to Shangri-La from Singapore Airlines may include an Infinite Journeys Participant's name, date of birth, email address, KrisFlyer membership number, KrisFlyer membership status and will be used by Shangri-La in accordance with Shangri-La's Privacy Statement.

8.5.3. Each of Singapore Airlines and Shangri-La shall, in its collection, processing, disclosure or other use ("Use") of any information and data which can be related to an identifiable individual ("Data"), for any purpose arising out of or in connection with this Agreement, adhere to the requirements of all applicable laws or legal requirements, including but not limited to all that relate to data protection, and privacy ("Law").

8.5.4. Without prejudice to the generality of the foregoing, each party shall, where required and in the manner required by any applicable Law:

- (a) Use Data only for purposes arising out of or in relation to this Agreement, and only after notifying or obtaining the consent of the individual to whom the Data relates ("Subject Individual");
- (b) provide Subject Individuals with access to their Data and the ability to correct such Data upon request;
- (c) use reasonable efforts to ensure the accuracy of Data;
- (d) institute reasonable security arrangements to protect the Data;
- (e) securely destroy the Data where it is no longer required; and
- (f) transfer Data only as prescribed by Law.

8.5.5. Each party shall return or destroy the Data forthwith upon being required by the other party or immediately without request upon the expiry or termination of this Agreement.

8.5.6. Notwithstanding the termination of this Agreement, each party shall be liable for and keep the other party fully indemnified against all damage, losses, costs, legal fees (solicitor-client basis), penalties and proceedings, including any penalties or other amounts levied, imposed or charged by any regulator or regulatory authority, arising out of or in connection with an act or omission of either party or any of its officers, employees, advisors, agents and representatives, in relation to this Clause 8.5.

8.6. No Warranties or Representations. Shangri-La and Singapore Airlines make no warranties or representations, either expressed or implied with respect to type, quality or fitness of goods or services provided through Infinite Journeys.

8.7. Indemnification. Infinite Journeys Participants must indemnify and hold Shangri-La, Singapore Airlines, the Participating Hotels and their respective subsidiaries, affiliates, officers, directors, agents and employees harmless from any claim or demand, including reasonable attorney's fees, made by any third party due to or arising out of your breach of these terms and conditions or your violation of any law or the rights of a third party.

- 8.8. Waiver. Waiver of any breach of these Infinite Journeys Terms by Shangri-La or Singapore Airlines will not constitute a waiver of any other prior or subsequent breach of these Infinite Journeys Terms.
- 8.9. Limitation of Liability. IN NO EVENT WILL SHANGRI-LA, SINGAPORE AIRLINES OR ANY PARTICIPATING HOTEL BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGES OF ANY KIND, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED WITH INFINITE JOURNEYS OR THESE INFINITE JOURNEYS TERMS.
- 8.10. Legal. Any disputes arising out of or related to Infinite Journeys or these Infinite Journeys Terms as between an Infinite Journeys Participant and Shangri-La will be governed by, construed and enforced in accordance with the laws of Hong Kong Special Administrative Region ("Hong Kong"). Infinite Journeys Participants agree that any dispute, controversy, difference or claim arising out of or relating to these Infinite Journeys Terms as between him/her and Shangri-La, shall be referred to and finally resolved by arbitration administered by the Hong Kong International Arbitration Centre (HKIAC) in accordance with the UNCITRAL Arbitration Rules in force when the Notice of Arbitration is submitted, and as may be amended by the HKIAC Procedures for the Administration of Arbitration under the UNCITRAL Arbitration Rules. The appointing authority shall be the Hong Kong International Arbitration Centre. The place of arbitration shall be Hong Kong. There shall be one arbitrator and English shall be the language to be used at the arbitral proceedings.
- 8.11. Legal. Any disputes arising out of or related to Infinite Journeys or these Infinite Journeys Terms as between an Infinite Journeys Participant and Singapore Airlines will be governed by, construed and enforced in accordance with the laws of Singapore. Infinite Journeys Participants agree that any dispute, controversy, difference or claim arising out of or relating to these Infinite Journeys Terms as between him/her and Singapore Airlines, shall be referred to and finally resolved by arbitration administered in accordance with the rules of the Singapore International Arbitration Centre ("SIAC") for the time being in force, which rules are deemed to be incorporated by reference into this Clause. The place of arbitration shall be Singapore. There shall be one arbitrator and English shall be the language to be used at the arbitral proceedings.