

Terms & Conditions of “The Great AXS Getaway” (“Promotion”)

1. This promotion is organised by AXS Pte Ltd (“AXS”) and is governed by AXS Coins Terms and Conditions (Appendix 4), available at <https://www.axs.com.sg/personal/legal/>. By participating in this promotion, you agree to comply with both these specific promotion terms and the AXS Coins Terms and Conditions.
2. This Promotion is open to all AXS customers on version 9.0 and above of the AXS m-Station mobile app, who are logged in via their social login. (“Eligible Customers”)
3. AXS may from time to time in its absolute discretion decide on the eligibility for participation in the Promotion.
4. The Promotion shall commence from 1 October 2026, 10:00 to 31 January 2027, 23:59, both dates inclusive (“Promotion Period”).

MYSTERY BOX MECHANIC AND REWARDS CATEGORIES

5. Eligible Customers who redeemed a Mystery Box on AXS m-Station mobile app with AXS Coins will receive one Reward from the rewards pool made available under the Promotion. (“Reward”).
6. Redemption of a Mystery Box will yield either one of the following:

Qty	Prizes
1	AXS e-Voucher worth S\$0.18 or S\$0.88
1	Boarding Pass to redeem for a return flight (“Flight Prize”) to one of the following locations: • Bali, Bangkok, Guangzhou, Hanoi, Ho Chi Minh City, Jakarta, Kuala Lumpur, Melbourne, Osaka, Penang, Perth, Phuket, Seoul, Shanghai, Sydney, Taipei, Tokyo
1	S\$30 off AXS Travel Insure – Single Trip Promo code

7. Rewards are allocated randomly through an electronic system based on pre-set probabilities determined by AXS and are final upon redemption of the Mystery Box.
8. The type, quantity and availability of Rewards may vary during the Promotion Period and are subject to availability. Rewards will be made available based on allocations and redemption criteria determined by AXS.

GENERAL REWARD ISSUANCE AND REDEMPTION

9. For Rewards that can be fulfilled digitally, the relevant Reward, voucher, promo code and/or redemption entitlement will be inserted into the Eligible Customer's "My Rewards" wallet on the AXS m-Station mobile app, unless otherwise stated in the Promotion mechanics.
10. Eligible Customers must follow the instructions stated in "My Rewards", and/or in any notification issued by AXS to redeem, claim or fulfil the applicable Reward within the specified period. Where a Reward requires verification, contact or fulfilment by AXS or its partners, failure to maintain complete and accurate profile information may result in forfeiture of the Reward without compensation.
11. Each Reward must be redeemed, claimed and/or utilised by the deadline stated on the relevant voucher, promo code, notification or redemption instructions.
12. Selected Rewards may require AXS and/or an appointed partner to contact the Eligible Customer, verify the Eligible Customer's entitlement, and/or whitelist the Eligible Customer or Reward before fulfilment or redemption. Where indicated by AXS, the Eligible Customer must ensure that the "My Profile" section in the AXS m-Station mobile app is complete and up to date.
13. For purposes of Clause 9, the required "My Profile" details may include the Eligible Customer's full name, contact number and email address. AXS will use the details provided in "My Profile" for contacting, verification, whitelisting and Reward fulfilment purposes, as applicable.
14. Completing "My Profile" does not guarantee that an Eligible Customer will receive a particular Reward; it is a fulfilment requirement only for selected Rewards where such details are necessary.
15. The Rewards cannot be exchanged for cash in part or full.
16. There is strictly no extension to the redemption period for any unredeemed Reward.
17. AXS is not liable for any payment or compensation if the Reward is forfeited or not redeemed.
18. AXS reserves the right to substitute any Reward with another Reward of lower, equivalent or greater value, whether of similar nature or otherwise, where necessary due to unavailability, operational requirements or circumstances beyond AXS' reasonable control, without prior notice.

19. The redemption details and/or specific terms and conditions for each Reward will be stated in “My Rewards”, in the applicable winner notification, and/or on the appointed partner’s redemption platform. Such Reward-specific terms apply in addition to these Promotion Terms.
20. By collecting the Rewards, you consent to being featured in any campaign-related media, which may be used across AXS platforms for promotional purposes.

PRIZE SPECIFIC TERMS AND FULFILMENT

AXS e-Voucher

21. The AXS e-voucher is valid for payment of any services on the AXS m-Station app using any payment mode.
22. A final transaction amount of S\$1 is required to complete payment.
23. In the event of any Stop Payment/refund request, utilised AXS e-voucher will not be refunded.
24. The AXS e-voucher is only valid for one-time use only and cannot be used in conjunction with other promo codes.

AXS Travel Insure S\$30 Discount Code

25. A minimum spend exceeding S\$30 is required to use the discount code.
26. The discount code is applicable only to new purchases of AXS Travel Insure – Single Trip made via the AXS m-Station mobile app.
27. Each discount code is valid for one transaction only and may only be used once.
28. Only one discount or promotional code may be used per transaction. The discount code cannot be used in conjunction with any other travel promotion, discount, scheme or privilege, unless otherwise stated.
29. The discount code will be made available in “My Rewards” and must be redeemed within the validity period stated on the code or accompanying redemption instructions.
30. In the event of any dispute relating specifically to the HLAS Travel Insure discount code, the decision of HL Assurance management shall be final.

Boarding Passes/ Flight Prizes

31. A Boarding Pass awarded through a Mystery Box will be saved in the winner's "My Rewards" page in the AXS app.
32. Winners may be announced via AXS communication channels using partial identifiers (such as first name and/or partial mobile number) or such other format as determined by AXS. ("Winner Announcement")
33. Winners and their corresponding travel destinations will be announced by the first week of the following month. For example: If a Boarding Pass is won in October, the winner and corresponding destination will be announced by the first week of November.
34. AXS will contact the winner in the month following the month in which the Boarding Pass was won, using the contact details provided in the winner's "My Profile".
35. Winners should ensure that their "My Profile" details, including their name, contact number and email address, are complete and up to date before the relevant winner announcement period. AXS will use the contact details provided in "My Profile" to contact winners regarding prize fulfilment.
36. All winners will be contacted through Whatsapp, phone call or email. AXS will attempt to contact each winner three (3) times over a period of fourteen (14) calendar days, from phone number (+65) 6560 2727 or email domain axs.com.sg, to obtain their full particulars for verification purposes. In the event that AXS is unable to contact a winner after three (3) attempts, AXS will forfeit the Prize.
37. After successful verification, the winner will be invited to visit the AXS office at 20 Kallang Ave, Pico Creative Centre, Singapore 339411, Lobby B #10-01 to collect a winner letter.
38. After collecting the winner letter, the winner may arrange redemption of the Flight Prize with CTC Travel by telephone, email or in person, in accordance with the redemption instructions provided by AXS and/or CTC Travel. CTC Travel will assist with the selected flight redemption and booking confirmation, subject to availability.
39. The winner must collect the winner letter in person and present such identification documents as may be required by AXS for verification purposes. Collection by a representative is not permitted unless otherwise approved by AXS in its sole discretion.
40. If a winner does not collect the winner letter, make the booking, or otherwise complete the required redemption steps within the stated timeline, AXS reserves the right to treat the Flight Prize as forfeited and/or to select or allocate the prize to another Eligible Customer, where applicable.

41. CTC Travel booking terms applicable to Flight Prizes
42. Unless expressly stated otherwise, all expenses associated with the Flight Prize, including airport taxes, visa fees, travel insurance, transportation, accommodation, personal expenses and other ancillary charges, shall be borne solely by the winner.
43. The booking validity period is three (3) months from the point of Winner Announcement (refer to clause 32 – 33) on AXS Channels.
44. Surcharges apply for travel on Fridays, Saturdays, eves of public holidays, public holidays and school holiday periods.
45. The Flight Prize is non-transferable and cannot be exchanged for cash.
46. Flight bookings are subject to availability and may require a longer lead time. The requirement to submit a booking request at least three (3) months before departure does not guarantee availability of any particular flight, date or fare class.
47. Seats are subject to availability at the time of booking.
48. Any fare difference is to be borne by the winner.
49. A copy of the traveller's passport is required at the time of booking.
50. The traveller's passport must have at least six (6) months' validity from the date of return to Singapore.
51. The traveller is responsible for obtaining any visa or travel authorisation required for the destination.
52. Once the air ticket has been issued, no amendment, cancellation or refund is permitted.
53. All bookings are subject to the applicable booking terms and conditions of CTC Travel and the relevant airline or service provider.

Other Partner / AXS Rewards Catalogue Rewards

54. For Rewards fulfilled via a third-party partner website or channel, including Rewards from the AXS Rewards catalogue, the applicable promo code or redemption entitlement will be made available in the AXS m-Station mobile app.
55. Eligible Customers must redeem the Reward on the relevant partner website or channel in accordance with the instructions and within the stated validity period. Partner-specific terms and conditions apply.
56. Where a partner Reward requires whitelisting or direct fulfilment by AXS or the partner, the Eligible Customer must comply with the "My Profile" requirements in Clauses 9 to 14 before redemption can be completed.
57. AXS is not responsible for the quality, merchantability, fitness for purpose, fulfilment, availability or delivery of third-party goods or services forming part of a Reward, except

to the extent required by applicable law. Any dispute relating to a third-party product or service may be subject to the relevant partner's terms and resolution process.

GENERAL TERMS AND CONDITIONS

58. AXS reserves the right to partially or completely cancel, terminate or suspend the Promotion for any reason at any time without prior notice or any liability whatsoever.
59. AXS reserves the right to disqualify any Eligible Customer who, in AXS' reasonable opinion:
- Breaches these Terms and Conditions;
 - Tampers with the operation of the Promotion;
 - Engages in fraudulent, dishonest or abusive conduct; or
 - Obtains Rewards through improper means.
60. AXS shall not be liable for any delay, failure or inability to perform its obligations under the Promotion where such delay, failure or inability arises from events beyond its reasonable control, including acts of God, pandemics, government restrictions, airline disruptions, technical failures or other force majeure events.
61. AXS decision on all matters relating to or in connection with the Promotion is final and binding on all Eligible Customers. No further correspondence regarding the Promotion, these Terms or any decision made by AXS in connection therewith and/or the results will be entertained.
62. AXS reserves its absolute right to determine an outcome and act as it deems fit in any dispute and/or issues relating thereto.
63. AXS shall not be liable to the eligible customer for any loss or damage or expenses arising in connection with the Promotion, including without limitation, any technical hardware or software breakdown or malfunction or defects in any computer/electronic system or equipment, failed, delayed or incorrect transaction, or lost or unavailable network connections, and any notice that is misdirected or lost in post, which may affect any Eligible Customers' eligibility in the Promotion.
64. AXS reserves the right at any time to amend or delete these Terms and/or any of the instructions or explanations at its sole discretion without prior notice. Any such changes shall be binding and will take effect immediately upon such amendment, change or deletion. Participation in this Promotion shall constitute acceptance of these Terms and any amendment(s) thereof.

65. In the event of any inconsistency between these terms and conditions and any brochures, marketing or promotional materials relating to the Promotion, these terms and conditions shall prevail.
66. These terms and conditions are governed by Singapore law and the Eligible Customers agree to submit to the exclusive jurisdiction of the Singapore Courts.
67. A person who is not a party to these terms and conditions shall have no right under the Contracts (Rights of Third Parties) Act (2001) to enforce any of these terms and conditions and notwithstanding any terms herein, the consent of any third party is not required for any variation (including any release or compromise of any liability) or termination of the Promotion.
68. Any trademarks, graphic symbols, logos or intellectual property contained in any materials used in connection with this Promotion, in particular that relating to the prizes, are the property of their respective owners. This Promotion, AXS, and its affiliates and contractors, are not affiliated with, endorsed or sponsored by, those owners and the owners' relevant affiliates where those owners or the owners' affiliates are not part of AXS.

PERSONAL DATA PROTECTION ACT

69. The Eligible Customers consent under the Singapore Personal Data Protection Act (2012) ("Act") to the collection, use and disclosure of their personal data by/to AXS and such other third parties for the purpose of the Promotion.
70. The Eligible Customers confirm that they have read and agree to be bound by the terms of the AXS Privacy Policy, as may be amended, supplemented and/or substituted by AXS from time to time, copies of which can be found at <https://www.axs.com.sg/personal/legal/privacy-policy/>