# TERMS AND CONDITIONS

Welcome to our website. If you continue to browse or use this website, you are agreeing to comply with and be bound by the following terms and conditions ("Terms"). These Terms constitute a legal agreement between you and Pacwest Singapore Pte Ltd (UEN 201014694M) ("PWSG", "we", "our", "us"). References to our "affiliates" include our partners, agents, service providers, and contractors.

This website is not intended for use by minors (under 18 years of age). By using this website, you confirm that you are at least 18 years old.

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## Pacific West Christmas Campaign Mechanics – Receipt Submission & Lucky Draw Entry

- Participants must spend a minimum of SGD 10 on Pacific West products in a single receipt to qualify for the lucky draw.
- To take part, participants must register through the official Pacwest Singapore WhatsApp channel at +65 8837 0025 and upload a photo of a qualifying receipt during the campaign period.
- The uploaded receipt must:
  - ✓ Be clear and legible, with the merchant name, product name(s), amount and purchase date fully visible;
  - ✓ Show the purchase of qualifying Pacific West product(s);
  - ✓ Show that the purchase was made at a participating outlet;
  - ✓ Be dated within the campaign period; and
  - ✓ Meet the minimum spend of SGD 10 stated above.

- Receipts must be submitted as an image (JPG, JPEG, PNG or HEIC), with one receipt per image. Documents and PDF files will not be accepted. Longer receipts may be uploaded in parts when prompted.
- Each validated receipt earns one (1) lucky draw entry for every SGD 10 spent on Pacific West products in that receipt. For example, a receipt showing SGD 35 spent on Pacific West products earns three (3) entries. Participants may submit further qualifying receipts to earn additional entries, subject to the submission limit below.
- Each receipt may be submitted once only. Duplicate, reused or previously submitted receiptswill be rejected and may result in disqualification.
- Lucky draw entries and prizes are non-transferable and cannot be exchanged for cash, other prizes or gifts.

## Campaign Mechanics – Participating Outlets

- Purchases must be made from participating outlets only. Pacwest Singapore Pte Ltd (UEN 201014694M) reserves the right to add, remove, or modify the list of participating outlets at any time and at its sole discretion, without prior notice.
- Purchases of Pacific West products from all retailers in Singapore qualify, both in-store and online.

## Pacific West Christmas Campaign Period

- The Pacific West Christmas campaign runs from 1 November 2026 to 3 January 2027 inclusive.
- Any receipt submissions made before or after this period will be deemed invalid.

## Rewards

The following prizes will be awarded to lucky draw winners:

- Grand Prize: One (1) 3D2N Banyan Tree Bintan staycation for two (2) persons, inclusive of breakfast and a 90-minute spa treatment, worth SGD 2,200. Ferry transfers are not included. Blackout dates apply.
- Second Prize: One (1) 2D1N Shangri-La Rasa Sentosa staycation for two (2) persons, worth SGD 800.
- Third Prize: One (1) 2D1N Mandai Rainforest Resort staycation with attraction tickets for two (2) persons, worth SGD 600.
- Consolation Prizes: Ten (10) Takashimaya vouchers worth SGD 100 each.
- All rewards are non-transferable, non-exchangeable, and not redeemable for cash or other alternatives.
- PWSG reserves the right to substitute rewards with items of equal or greater value without prior notice.

## Winner Notification & Redemption

- Lucky draw winners will be contacted on 15 January 2027 via the WhatsApp number used to register for the campaign.
- Lucky draw prizes will be delivered within two (2) weeks of the winner announcement date, as follows:
  - ✓ Grand Prize: a physical voucher will be sent to the winner.
  - ✓ Second Prize: a physical voucher will be sent to the winner.
  - ✓ Third Prize: a physical voucher will be sent to the winner.
  - ✓ Consolation Prizes: physical Takashimaya vouchers will be delivered by post or by hand.

## Eligibility Restrictions

- Open to Singaporean residents aged 18 years and above only.
- Employees of Pacwest Singapore Pte Ltd (UEN 201014694M), its affiliates, agencies, service providers, contractors, and individuals directly involved in the campaign execution are not eligible to participate.
- Any attempt to manipulate, abuse, or fraudulently participate in the campaign will result in immediate disqualification.
- PWSG reserves the right to reject submissions or disqualify participants at its sole discretion if suspicious activity is detected.

## Liability & Disclaimer

PWSG makes no warranties, express or implied, regarding the campaign platform, prizes, or participation experience. PWSG shall not be liable for any indirect, incidental, or consequential damages arising from participation in this campaign.

## Other Conditions

PWSG reserves the right to amend these Terms, suspend, extend, or cancel the campaign at any time without prior notice. All decisions made by PWSG in relation to the campaign shall be final and binding.

By participating in this campaign, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions.