

Terms and Conditions – Free Drink at Nano ParTea (NUS)

1. Eligibility

These terms and conditions (“Terms and Conditions”) shall apply to the ‘Free Drink at Nano ParTea (NUS)’ promotion which is open to current students from the National University of Singapore (“NUS”) who hold (i) a valid NUS Student Concession Card (with CAN number starting with ‘8’) and (ii) a valid receipt of upgrading from TransitLink Ticket Offices or Ticketing Machines showing that their Student Concession Card has been successfully upgraded to SimplyGo Concession Card.

2. Qualifying Periods and Campaign Mechanics

2.1. The Promotion shall start on 3 October 2022 and will end on 30 October 2022.

2.2. Campaign mechanics:

- i. One (1) free drink or the numerical discount equivalent of the applicable free drink during the respective qualifying period (“Promotion”) will be given upon presentation of (i) original valid NUS Student Concession Card (with CAN number starting with ‘8’) and (ii) original valid receipt from Transit Ticketing Machines or TransitLink Ticket Office showing that the same Student Concession Card has been successfully upgraded to SimplyGo Concession Card. Only original physical Concession Card and receipt will be accepted.
- ii. This Promotion is only applicable to the Nano ParTea outlet located within NUS UTown (1 Create Way, #01-04, Singapore 138602).
- iii. The receipt showing that Student Concession Card has been successfully upgraded to SimplyGo Concession Card will be retained by the staff upon redemption of the Promotion.
- iv. Limited to first nine hundred (900) redemptions made over each of the qualifying periods stated below:
 - a. 3 October 2022 to 9 October 2022
 - b. 10 October 2022 to 16 October 2022
 - c. 17 October 2022 to 23 October 2022
 - d. 24 October 2022 to 30 October 2022
- v. Each student is limited to only one (1) redemption of the Promotion.

2.3 Any discrepancy in relation to this Promotion shall be reported to EZ-Link via our Customer Service Channel(s) within three (3) working days from the date of such discrepancy arising, failing which EZ-Link shall deem any such transactions as accurate and effective. For the avoidance of doubt, EZ-Link shall no longer be obliged to rectify any discrepancies upon expiry of the aforementioned timeframe of three (3) working days.

- i. Customer Service Channels
Operating Hours: 8am to 6pm daily (excluding public holidays)

- a. EZ-Link's Hotline at 6496 8300
 - b. EZ-Link's customer service at customerservice@ezlink.com.sg
- 2.4 EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this Promotion (including but not limited to any error in computing any qualifying transaction, any breakdown or malfunction in any computer system or equipment) and/or any notices, letters or correspondence lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the non-receipt of such communication.
- 2.5 When a qualified user receives or redeems the Promotion, he/she agrees that the laws of Singapore apply, without regard to principles of conflict of laws, and such laws will govern these Terms and Conditions. EZ-Link reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
- 2.6 EZ-Link reserves the right to investigate complaints or reported violations of these Terms and Conditions and to take any action EZ-Link deems appropriate, including, but not limited to reporting any suspected unlawful activity to law enforcement officials or regulators and disclosing any information necessary or appropriate to such persons.
- 2.7 EZ-Link's decision on all matters relating to this Promotion shall be final. No correspondence or claims will be entertained.
- 2.8 EZ-Link reserves the right to vary these Terms and Conditions herein or suspend or terminate the Promotion without any prior notice or liability to any party. In the event of any inconsistency between these Terms and Conditions and any brochures, marketing or promotional materials relating to this Promotion, these Terms and Conditions shall prevail.
- 2.9 These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

Correct as of 7th September 2022