Exploria: A World in Connection Admission Bundle

Terms and Conditions

The "**BTS THE CITY ARIRANG**" city activation held in Exploria at the Mandai Wildlife Reserve from 6 to 27 December 2026 (the "**Activation**") is organised and operated by Mandai Wildlife Group (or "**MWG**", both as defined in the Park Tickets Terms and Conditions found at https://www.mandai.com/en/park-terms.html ("**Park Tickets T&Cs**")) in collaboration with HYBE Co., Ltd ("**HYBE**").

Each "Exploria: A World in Connection" ticket bundle ("**Ticket Bundle**") issued by MWG is subject to the following terms and conditions:

1. Each Ticket Bundle purchased from 23 November 2026 to 27 December 2026 (both dates inclusive) consists of an Admission Ticket (as defined in our Park Tickets T&Cs) to Exploria, and one (1) Redemption Voucher (as defined below). Additionally, each full-priced Ticket Bundle purchased with a valid Visa card will include one (1) S$5 food and beverage voucher (the "**F&B Voucher**").

2. Each Admission Ticket is valid for one (1) visit to Exploria on the admission date stipulated on the Admission Ticket (the "**Stated Visit Date**"). Any request to change the Stated Visit Date will not be entertained. The Ticket Bundle does not include admission to any other events associated with the Bangtan Boys (BTS), including but not limited to concerts, appearances, performances, meet-and-greets, interactions and/or any forms of engagement with any celebrities, idols or groups.

3. Friends of Mandai members and Singapore Residents (as defined in the Park Tickets T&Cs) who are WildPass holders are eligible to purchase a Ticket Bundle at the applicable promotional rates, as found at https://buy.mandai.com/web-storefront/en ("**MWG's Website**"). Promotional rates are not applicable for Senior Citizen tickets.

4. Guests are not allowed to livestream, broadcast, record in full, reproduce, distribute or otherwise commercially exploit any music, audiovisual content or other protected materials presented as part of the "**BTS THE CITY ARIRANG**" city activation within the Mandai Wildlife Reserve, including for any personal or non-commercial use.

5. A redemption voucher will be issued with each successful purchase of a Ticket Bundle (the "**Redemption Voucher**"). Each Redemption Voucher entitles a guest to redeem one (1) BTS THE CITY ARIRANG Convex Selfie Mirror (the "**Merchandise**") only. The Merchandise forms part of the Ticket Bundle and is not an optional giveaway, lucky draw or prize.

6. To redeem the Merchandise, guests must present both the original Admission Ticket and Redemption Voucher at the Exploria Retail Shop during redemption hours and on the Stated Visit Date.

7. Redemption hours in respect of the Merchandise are from 12.00 p.m. to 9.00 p.m. from Mondays to Fridays, and from 10.30 a.m. to 10.00 p.m. on Saturdays, Sundays and Singapore public holidays.

8. Any request to redeem the Redemption Voucher outside of the Stated Visit Date or redemption hours, or at a different location outside of the Exploria Retail Shop, will not be entertained. Guests seeking assistance for redemption issues arising from operational issues attributable to MWG should contact MWG Customer Service. Any alternative fulfilment arrangements will be subject to verification of eligibility and may require supporting documentation.

9. The Merchandise will be allocated to guests in a random manner by MWG in its sole and absolute discretion. Guests will not be allowed to select, exchange or request a particular Merchandise design. The Merchandise designs are available while stocks last and are subject to availability.

10. In the event that the Merchandise becomes unavailable due to any circumstances beyond MWG's reasonable control, MWG reserves the right to substitute the Merchandise with another Activation merchandise of substantially similar nature and value, subject to any further verification and/or additional supporting documentation as MWG and/or HYBE may require.

11. To utilise the F&B Voucher, guests must present both the original Admission Ticket and F&B Voucher during payment at OWA Bistro during operating hours on the Stated Visit Date. A minimum spend of S$40 in a single transaction is required. The F&B Voucher is not valid in conjunction with other promotions, discounts or vouchers.

12. Failure to provide a valid Admission Ticket, Redemption Voucher and/or F&B Voucher (each, a "**Bundle Ticket**") will result in the forfeiture of the utilisation or redemption rights. An unutilised or unredeemed Bundle Ticket will be considered void. MWG reserves the right to verify the authenticity and validity of a Bundle Ticket prior to use or redemption. A Bundle Ticket will be considered void if it has been altered, reproduced or duplicated.

13. Screenshots, screen recordings, photocopies and other reproduced images of any Bundle Ticket during utilisation or redemption will not be accepted.

14. MWG does not assume any responsibility for any theft, or destruction or alteration of any Bundle Ticket and/or the redeemed Merchandise.

15. Each of the Bundle Tickets and the redeemed Merchandise are non-transferable, non-refundable, not for resale, and non-exchangeable for cash, credit, goods or benefits-in-kind.

16. Admission Tickets that are purchased through MWG's Website are eligible for an upgrade to Friends of Mandai – Starter/ Premium/ Ultimate (Individual (Adult) & Concessionary / Family) membership at promotional rates, subject to further terms and conditions found in the Park Tickets T&Cs and at: https://www.mandai.com/en/memberships/membership-help-centre.html) apply.

17. MWG reserves the right to verify the ticketholder's proof of identity upon purchase of the Ticket Bundle and/or at the point of entry into Exploria, in accordance with MWG's Personal Data Protection Policy (https://www.mandai.com/en/about-mandai/our-policies/data-protection.html).

18. Admission into Exploria is at the ticketholder's own risk. MWG will not be responsible for any loss, damage, or injury sustained by the ticketholder while in Exploria. Any assistance provided by MWG shall not be construed as any admission of liability.

19. Ticketing, redemption and all other enquiries relating to the Activation or the Ticket Bundle should be directed to MWG. HYBE, its affiliates, and each of their respective directors, officers, employees, representatives and agents shall not be responsible or liable for the sale or administration of the Ticket Bundle, admission to or operation of Exploria, the redemption or fulfilment of the Merchandise, or any act or omission of MWG or its contractors, agents or service providers.

20. Ticketing, redemption and all other enquiries relating to the Activation or the Ticket Bundle should be directed to MWG's Customer Service team via the enquiry form at https://www.mandai.com/en/contact-us/submit-enquiry.html.

21. All BTS, BTS THE CITY, ARIRANG and Activation-related trademarks, logos, artwork, music, images and other intellectual property rights shall remain the property of HYBE, its affiliates and/or their respective licensors. Purchase of a Ticket Bundle does not grant any ownership rights or licence to use such intellectual property.

22. The use of any BTS, BTS THE CITY, ARIRANG or Activation-related intellectual property for commercial purposes is strictly prohibited without prior written approval from the relevant rights holder(s).

23. MWG reserves the right to amend and/or vary these terms and conditions at its sole and absolute discretion without prior notice.

24. These terms and conditions shall be governed and construed in accordance with laws of the Republic of Singapore and the courts of Singapore will have exclusive jurisdiction in any case of dispute.

25. MWG's Park Tickets T&Cs and Parks Rules and Conditions (found at: https://www.mandai.com/en/plan-your-visit/parks-rules-conditions.html) apply.