



AMERICAN EXPRESS PLATINUM PRESENTS

# THE PLATINUM af'FAIR 2021

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Terms and Conditions  
& Frequently Asked Questions

## GENERAL TERMS AND CONDITIONS

- The invitation is open to Platinum Members holding The Platinum® Platinum Members ("Platinum Members") only and excludes The American Express® Platinum Credit Platinum Members who are not also Platinum Members.
- Invitation is non-transferable and only for the basic Platinum Member.
- Due to limited capacity, RSVP is subject to availability and on a first-come, first-served basis.
- Each Platinum Members is eligible to redeem one package only.
- In accordance with local regulations, consumption of alcohol is prohibited for those under 18 years of age. Please drink responsibly.
- This event is confirmed at time of print but may be subject to changes without any prior notice or liability to any party.
- RSVP is only confirmed upon successful points deduction from your Membership Rewards® Card Account. Once booking is confirmed, it is non-refundable and non-exchangeable, and resale is prohibited.
- Please note that the redemption of points will be reflected in your next Account statement.
- American Express International Inc, Singapore Branch ("American Express") does not assume liability for (i) injury or bodily harm or (ii) loss or damage to property, howsoever caused, arising from, or in connection with this virtual event, benefits and privileges.
- American Express welcomes you to The Platinum af' FAIR 2021 – The Great Outdoors. We are committed to making this experiences a safe, clean, and welcoming experience for you and your guest. While we have taken additional precautions in light of COVID-19, but we cannot guarantee you and your guest will not be exposed to or contract COVID-19 while at The Platinum af' FAIR Drive-Through. By attending The Platinum af' FAIR, you agree to assume this risk. Please take measures recommended by the Government to help minimise the spread of COVID-19, such as washing your hands, socially distancing, wearing a mask and not entering if you do not feel well.
- American Express and/or Merchant(s) reserve the rights to terminate or change the event at any time, due to unforeseen circumstances out of American Express's control. In the occasion of any changes, American Express will alert guests via concierge.
- Registration service for The Platinum af' FAIR is provided by Lyyti Oy on behalf of American Express.
- By providing American Express with personal information, the Platinum Member consents for American Express to collect, use and disclose his or her respective personal information for the purpose of facilitating his or her participation and/or purchase and to provide him or her with information on the event.

## MOBILE GAMES TERMS AND CONDITIONS

- Platinum Members are required to maintain strict confidentiality regarding all login data, identification and passwords.
- The two (2) games that are available for play during The Platinum af' FAIR 2021 are:
  - Baggin' Sunshine
  - Picnic Pursuit
- In-game instructions are provided in the individual game itself. Platinum Members can refer to the in-game instructions on the game play format.
- Platinum Members are free to play as many rounds of the games during between 10.00am to 11.59pm.
- Platinum Members are required to enter their valid unique username for each round of the game to be eligible for the leaderboard.
- The top five (5) scorers of the leaderboard for each game will be eligible to receive a prize.
- Prizes will be announced on [amex.co/pa21gamesprizes](https://amex.co/pa21gamesprizes) and are subjected to change by American Express International Inc., at any time, without prior notice.
- Prize cannot be exchanged and cannot be substituted for cash.
- American Express International Inc., Singapore ("American Express") reserves the rights to select reserve top scorers to replace the original top scorers, if he or she is subsequently disqualified.
- The top scorers will be announced on [amex.co/pa21gamesprizes](https://amex.co/pa21gamesprizes) by 19 November 2021.
- American Express will contact the top scorers via the email that was used to RSVP for The Platinum af' FAIR 2021 by 19 November 2021. Top scorers are required to provide their delivery address (Singapore-based) to facilitate in the delivery of the prize.
- The prize will be delivered to the top scorers by 17 December 2021 to the address arranged with the top scorers.
- Platinum Members are prohibited from enacting any form of manipulative interference in the games.
  - Platinum Members are not entitled to utilize measures, mechanisms, or software that could interfere with the function or progress of the games.
  - Platinum Members may not take measures that may cause an unreasonable or excessive burden on technical capacity.
  - Platinum Members are not allowed to block, rewrite, or modify content generated by the game administration or to interfere with the games in any manner.
- Under no circumstances may Platinum Members:
  - Create or use cheats, mods and/or hacks, or any other third-party software products that may change the result of the games
  - Use software that allows the mining of data or otherwise intercepts or collects information in connection the games
  - Sell, buy, or trade user accounts
  - This includes all circumvention, similar actions, or actions that produce an effect that matches the aforementioned bans.
- American Express will investigate any suspicious activity found in the games and reserves the right to remove any Card Member's record of participation or score without any prior notice.

## SPIN TO WIN TERMS AND CONDITIONS

- Platinum Members are required to maintain strict confidentiality regarding all login data, identification and passwords.
- Platinum Members are required to enter their valid unique username and password to be eligible to take part in the sure-win lucky dip.
- Platinum Members are eligible to one (1) chance only between 10.00AM – 11.59PM on 31 October 2021 and the prize will be selected at random via a computerized system.
- Spin to Win is eligible only for the basic Platinum Member who registered and received confirmation for the Picnic Plush package.
- The Prize is non-transferable and non-exchangeable for cash, credit or kind.
- The full list of prizes can be found on [amex.co/pa21stwprizes](https://amex.co/pa21stwprizes) and are subjected to change by American Express International Inc., at any time, without prior notice.
- American Express International Inc. will contact Platinum Members via the email that was used to RSVP for The Platinum at FAIR 2021 by 19 November 2021 to request for their delivery address (Singapore-based) to facilitate in the delivery of the prize.
- The prize will be delivered to Platinum Members by 31 December 2021 to the address arranged with the Platinum Members.
- American Express International Inc. does not assume liability for (i) injury or bodily harm or (ii) loss or damage to property, howsoever caused, arising from, or in connection with the lucky dip, benefits and privileges.
- By providing American Express with personal information, the Card Member consents for American Express to collect, use and disclose his or her respective personal information for the purpose of facilitating his or her participation and/or the delivery of prize.
- Platinum Members are prohibited from enacting any form of manipulative interference in the system.
  - Platinum Members are not entitled to utilize measures, mechanisms, or software that could interfere with the function or progress of the system.
  - Platinum Members may not take measures that may cause an unreasonable or excessive burden on technical capacity.
  - Platinum Members are not allowed to block, rewrite, or modify content generated by the game administration or to interfere with the system in any manner.
- Under no circumstances may Platinum Members:
  - Create or use cheats, mods and/or hacks, or any other third-party software products that may change the result of the sure-win lucky dip
  - Use software that allows the mining of fate or otherwise intercepts or collects information in connection to the sure-win lucky dip
  - Sell, buy, or trade user accounts
  - This includes all circumvention, similar actions, or actions that produce an effect that matches the aforementioned bans.

## RSVP RELATED QUESTIONS

### 1. How do I RSVP for this year's Platinum af'FAIR?

- A. Download the Amex Experiences App (search Amex Experiences App in your app store / playstore or enter [amex.co/sgdlexperiencesapp](https://amex.co/sgdlexperiencesapp) into your web browser) and click onto the respective package you would like to redeem.

### 2. I need to cancel my RSVP; how can I do that?

- A. In the email acknowledging your interest in The Platinum af'FAIR 2021, there is a link for you to click into to cancel. If you are unable to locate the email, please email [sgexperiences@aexp.com](mailto:sgexperiences@aexp.com) by 25 October 2021.

### 3. I have RSVPed and would like to change my picnic basket pick-up timeslot.

- A. In the email acknowledging your interest in The Platinum af'FAIR 2021, there is a link for you to click into to amend your selections. As there is a limit to capacity for each timeslot, request for changes will be attended to on a first-come, first-serve basis. If you are unable to locate the email, please email [sgexperiences@aexp.com](mailto:sgexperiences@aexp.com) by 25 October 2021.

### 4. I have RSVPed and would like to change my F&B selections.

- A. We are not able to cater to any requests for changes to the menu items. Please review the menu carefully before making the selection.

## PICNIC BASKET PICK-UP RELATED QUESTIONS

### 1. I missed my pick-up timeslot for the picnic basket / I am unable to make it for my selected pick-up timeslot

- A. Please SMS the respective hotline number based on your picnic basket selection if you face any unforeseen circumstances on 31 October 2021
- Masons Picnic Basket: +65 9425 4605
  - Hopscotch Picnic Basket: +65 9425 4604

### 2. Am I allowed to come ahead of my selected pick-up timeslot?

- A. Please adhere to the pick-up timeslot as this facilitates the traffic volume and wait time at the drive-through.

### 3. Can you deliver the picnic basket to me?

- A. All picnic baskets are to be self-collected at Gillman Barracks, 9 Lock Road, Singapore 108937 during your selected timeslot.

### 4. How do I pick-up my picnic basket?

- A. There are 3 options available in the RSVP process:
- 1) Drive-Through: You are highly encouraged to drive on the day of the pick-up to enjoy the programme. If you have opted to drive on 31 Oct 2021, you will receive a car decal that confirms your registration. Please install the car decal prior to the arrival at the venue for pick up to facilitate a smooth registration and drive through experience.
  - 2) Walk-In / Public Transport: There will be shuttle service to and from Gillman Barracks from Labrador Park MRT Station Exit A. Frequency of the shuttle service will be provided via email before 31 October 2021.
  - 3) Taxi / Grab Drop-off: Please note that the taxi will **not** be allowed to wait and is meant for drop-off only

**5. Can someone else pick-up my picnic basket for me?**

- A. Individuals picking up the picnic basket on behalf of the Card Member via drive-through will need to have the car decal that was sent to the Card Member before 31 October 2021. Individuals picking up the picnic basket on behalf of the Card Member via walk-in or taxi drop-off will need to present the confirmation email and the Card Member's The Platinum Card® used for registration for verification purpose.

**6. Will the picnic basket be enough for 2 pax?**

- A. The picnic basket is prepared for 2 pax.

**7. Will The Platinum af'FAIR 2021 be happening at Gillman Barracks?**

- A. Please note that The Platinum af'FAIR 2021 is a decentralised activation. There will be no event taking place at Gillman Barracks. As this is a drive-through, you and your guests will not be allowed to disembark at the drive-through locations. If you are taking public transport, do note that you are advised to leave the premises as soon as the pick-up is completed.

**8. What am I supposed to do after picking up the picnic basket?**

- A. There will be an Information Pack detailing the various ways you can enjoy The Platinum af'FAIR 2021 and it will be sent to you via email on 29 October 2021.

**9. Can I bring the picnic basket into the restaurant premises for consumption?**

- A. No, The Platinum af'FAIR 2021 is a decentralized activation. Platinum Members will not be allowed to disembark at the drive-through locations and are advised to leave the premises as soon as the pick-up is completed.

## LIVESTREAM CONCERT RELATED QUESTIONS

### 1. How will I be able to access the livestreamed concert and mobile games?

- A. Your username and password will be shared with you via email on 29 October 2021. You will also receive an Information Pack with the respective URLs required to access the live-streamed concert and online games.

### 2. Will the concert be livestreamed at Gillman Barracks in the evening?

- A. No, the concert will be livestreamed online.

### 3. Can I make song dedications during the concert?

- A. Yes, you may interact with the performers via the live chat function.

### 4. The connection keeps dropping, what do I do?

- A. Follow the below steps:
- Close your browser on your device
  - Reset your internet connection
  - Reload the page and log-in again
  - If the issue persists, please SMS +65 9425 4592

### 5. I forgot/lost my username and password for the livestreamed concert and mobile games, what should I do?

- A. Before 31 October 2021, please email [sgexperiences@aexp.com](mailto:sgexperiences@aexp.com). On 31 October 2021, please SMS +65 9425 4592