

Terms and Conditions for Use of Promo Codes

1. **“Promo Code”** or **“Promo Codes”** in these Terms and Conditions for Use of Promo Codes shall mean the promotional codes which are issued by CDG Zig Pte. Ltd. (**“Zig”**) for redemption on ride bookings on the Zig app.
2. Promo Codes are valid for redemption only on the Zig app and users must download the latest version of the Zig app to redeem the Promo Code.
3. Promo Codes must be applied at the point of booking a ride. No retroactive use of Promo Codes is permitted.
4. Only ONE Promo Code can be applied per booking, i.e., no stacking of multiple Promo Codes is allowed.
5. Promo Codes cannot be used in conjunction with any other promotions, offers or privileges.
6. Usage of Promo Codes is subject to such additional conditions that may be imposed by Zig from time to time in its sole discretion (for example, Promo Code may only be used for specific types of rides or during specific periods or for specific pickup or drop-off points).
7. Promo Codes are strictly non-transferable and cannot be refunded, replaced, resold, or exchanged for cash, credit, or otherwise (whether in whole or in part).
8. Promo Codes may not be applied to any additional charges such as cancellation, no-show and waiting fees, ERP charges, admin fees, and any other applicable surcharges (including but not limited to peak hour and midnight surcharges) and shall not be used for street-hail rides, including the “Pay on board for Street Hail” function.
9. Promo Codes are valid only within the stipulated redemption period with strictly no extensions permitted.
10. If the trip fare amount is lower than the value of the Promo Code, there will be no refund or return of the residual value of the Promo Code. Any trip fare, fees or charges exceeding the value of the Promo Code will be payable by the user.
11. The passenger forfeits the Promo Code for entitlement if a confirmed booking is cancelled or if the passenger fails to turn up.
12. Promo Codes are strictly non-transferable and cannot be resold or exchanged for cash.
13. Promo Codes are deemed redeemed upon successful booking confirmation. If a user is unable to secure a ride, users must re-enter the promo code for any subsequent booking attempts.
14. Zig reserves the right to forfeit or revoke the use of any Promo Code, in the event that Zig believes that the Promo Code is or will be used in the following circumstances:
 - a. Suspicious or fraudulent use; or
 - b. Promo Code is used in bad faith, including in breach of any of the terms herein.
15. Zig shall not be liable to any users or any other persons for any ineligibility or inability to use any Promo Code(s) for any reason.

16. Zig reserves the right to amend or vary these terms and conditions and/or suspend or terminate any promotions or use of any Promo Code at any time without giving prior notice and without liability to any users or any other persons.
17. Zig's decisions on all matters relating to the Promo Codes shall be final and binding.
18. The Promo Codes are valid only during the Redemption Period (9 – 10 April 2026) for rides where the Event Venue, Marina Bay Sands (10 Bayfront Ave, Singapore 018956), is selected as the pick-up or drop-off point.