

TERMS & CONDITIONS

LIABILITY

Gourmaze PTE LTD is insured for the organisation of each event. Gourmaze takes no responsibility for the actions of, or food provided by the restaurant partners. It is the responsibility of every partner to undergo approval by the Singapore Food Agency to sell in Singapore. As such by participating in Gourmaze you agree that neither Gourmaze PTE LTD nor any person associated with us will be liable to you or any other participant for any direct or indirect damages that arise in any way. By agreeing to our terms & conditions you agree to communicate this liability to any person that participates under your booking.

TICKET TERMS, RESCHEDULES AND NO-SHOW POLICY

1. Non-Refundable Tickets

All tickets purchased are strictly non-refundable, except where required by applicable law. However, subject to the provisions set out below, customers may request to reschedule their booking to an alternative available date and/or time slot.

2. Ticket Protection

Customers who elect to purchase "Ticket Protection" during the checkout process shall be entitled to unlimited rescheduling of their booking without additional charge, provided that any reschedule request is made no later than 5:00pm on the day prior to the scheduled booking date.

2.1 Any reschedule request made after 5:00pm on the day prior to the scheduled booking date will incur a rescheduling fee equivalent to 15% of the total booking value. This fee reflects operational costs associated with the pre-ordering and preparation of food items and other event resources.

3. Rescheduling Without Ticket Protection

Customers who have not purchased Ticket Protection may request to reschedule their booking up until 5:00pm on the day prior to the scheduled booking date, subject to a fixed rescheduling fee of £10 per booking.

3.1 The fixed rescheduling fee may be amended from time to time at the organiser's discretion, with the applicable fee being that displayed at the time the reschedule request is made.

3.2 Any reschedule request made after 5:00pm on the day prior to the scheduled booking date will incur a rescheduling fee equivalent to 15% of the total booking value, due to the advance procurement of food and other operational preparations.

4. Booking Hold Option

Customers who are unable to confirm a new date at the time of rescheduling may elect to place their booking "On Hold" by accessing their Gourmaze customer account using the credentials issued at the time of booking.

4.1 Bookings may remain on hold for a maximum period of six (6) months from the original booking date.

4.2 If a booking remains unused beyond this six-month period, the booking shall automatically expire, and the associated tickets shall no longer be valid or redeemable.

5. Group Bookings

For group bookings of twelve (12) or more participants, any reschedule request made after 5:00pm on the day prior to the scheduled booking date will incur a rescheduling fee equivalent to 50% of the total booking value, reflecting the increased operational commitments required for large group events.

6. No-Show Policy

If a customer fails to reschedule their booking prior to the scheduled game time, or does not attend the booking, the booking will be recorded as a “No-Show.”

6.1 In the event of a No-Show, the booking shall be deemed fulfilled, and all tickets associated with the booking shall be forfeited without refund, credit, or transfer.

7. General Provisions

Gourmaze reserves the right to amend these terms and conditions from time to time, provided that any amendments shall not affect bookings that have already been confirmed, except where such changes are required by law.

PRIVACY POLICY

1. Introduction

This Privacy Policy applies to Gourmaze Pte. Ltd. (“we”, “us”, or “our”) and governs how we collect, use, disclose, and protect your personal data in accordance with the Personal Data Protection Act 2012 (PDPA) of Singapore. By using our website (www.gourmazehunt.com) or engaging with our services, you consent to the collection, use, and disclosure of your personal data as described in this Privacy Policy.

We are committed to ensuring the privacy and security of your personal data. This policy describes your rights concerning your data and our responsibilities in protecting it. If you do not agree with any part of this policy, please refrain from using our services.

2. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identity Data:** Name, username, date of birth, gender, and identification documents.
- **Contact Data:** Address, phone number, email address, and social media identifiers.
- **Transaction Data:** Payment information, order history, and billing details.
- **Technical Data:** IP address, browser type, device information, and website usage data through cookies and similar tracking technologies.
- **Profile Data:** Preferences, interests, survey responses, and feedback.
- **Marketing and Communications Data:** Preferences regarding receiving marketing materials and communications from us.
- **Location Data:** When you use location-based services or permit access to your location through your device.

3. Collection Methods

We may collect your data in the following ways:

- Directly from you when you register for an account, participate in events, interact with the Gourmaze bot during play, purchase products, or interact with our customer service.
- Automatically using cookies, server logs, and other tracking technologies when you browse our website.
- From third-party service providers or partners, including payment processors and analytics providers.
- Through social media platforms when you engage with our content or promotions.

4. Purpose of Data Collection

We collect and use your personal data for the following purposes:

- To provide and manage your access to our website and services.
- To process and deliver your orders, payments, and refunds.
- To communicate with you about your account, orders, or inquiries.
- For marketing and promotional purposes, where you have given your consent.
- To personalize your experience and recommend relevant products or services.
- To comply with legal obligations and respond to regulatory authorities.
- To improve our services by conducting data analytics and understanding user behavior.
- To gain feedback to help resolve issues, improve customer service, and ensure a smooth operation of service.
- To manage and administer contests, promotions, and events.
- For the prevention of fraudulent activities and security monitoring.

5. Consent Management

We will seek your consent before collecting, using, or disclosing your personal data for purposes beyond what is reasonably necessary. You may withdraw your consent at any time by contacting us at contactsg@gourmazehunt.com.

Additionally, we provide clear choices for managing your consent for marketing communications. You may opt out using the unsubscribe link in emails or by contacting us directly.

6. Disclosure of Personal Data

We may share your personal data with the following third parties:

- **Service Providers:** Payment processors, IT service providers, and delivery partners who support our business operations.
- **Legal and Regulatory Authorities:** When required to comply with legal obligations.
- **Business Partners:** For marketing and promotional activities, subject to your consent.
- **Affiliated Companies:** Within our corporate group for legitimate business purposes.

We ensure that all third parties are bound by confidentiality obligations and handle your personal data in accordance with applicable laws.

7. International Data Transfers

If your personal data is transferred outside of Singapore, we will ensure that the receiving party provides a standard of protection comparable to that under the PDPA. This may include contractual obligations or certification frameworks to safeguard your data.

8. Data Security

We have implemented appropriate security measures to protect your personal data from unauthorized access, use, or disclosure. This includes encryption, secure storage, access controls, and regular security audits. Employees handling personal data are also trained to maintain confidentiality and comply with our data protection policies.

9. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, or as required by applicable laws. When data is no longer needed, we will securely delete or anonymize it.

10. Your Rights

Under the PDPA, you have the right to:

- Access your personal data and request a copy.
- Correct any inaccuracies in your data.
- Withdraw your consent for the use of your personal data.
- Request information on how your personal data has been used or disclosed in the past year.
- Object to data processing under specific circumstances.

To exercise any of these rights, contact us at contactsg@gourmazing.com. We will respond within a reasonable time and may require verification of your identity.

11. Use of Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our website. You can manage your cookie preferences using your browser settings. Note that disabling cookies may affect certain functionalities.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these websites, and we encourage you to read their privacy policies. External links do not imply endorsement or responsibility for the content on those sites.

13. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact our Data Protection Officer:

- **Email:** contactsg@gourmazinghunt.com
- **Address:** 160 Robinson Road, #14-04, Singapore Business Federation Center (SBF Center), Singapore (068914)

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website with the effective date. Please check this policy periodically for updates. If we make significant changes, we may notify you directly.

Last updated: May 2025