



Senoko Energy x COURTS - New Home, New Vibes Contest 2025  
Lucky Draws & BB Ong Lai Treasure Hunts

**Terms and Conditions**

1. This campaign (the “Campaign”) is organised by Senoko Energy Supply Pte Ltd (the “Organiser”).
2. The Campaign is only open to participants aged 18 years and above with a permanent residential address in Singapore.
  - a. Existing Senoko Energy customers are eligible to participate unless otherwise specified in campaign materials.
  - b. By entering the Campaign, participants agree to abide by these Terms and Conditions.
  - c. No third-party entries, bulk entries, or entries submitted by agents will be accepted.
3. The Campaign runs from **2 September 2025 to 12 December 2025**, both dates inclusive, or as otherwise modified by the Organiser.
4. The Contest runs from **2 September 2025 to 1 December 2025**, both dates inclusive, or as otherwise modified by the Organiser. Entries submitted after the **1 December 2025** (cut-off date) will not be considered.
5. To enter the Campaign, participants must submit their details through either of the following channels via official QR codes, web links, or social media prompts:
  - a. The official **New Home, New Vibes** campaign microsite; or
  - b. **WhatsApp**, by initiating the entry process through messaging +65 8683 3390 on WhatsApp (Senoko Energy’s official campaign chatbot).
6. By accessing the Campaign website, WhatsApp chatbot, social media pages, or any other related platform, participants agree to be bound by these Terms and Conditions as well as Senoko Energy’s privacy policy and disclaimer.
7. Each valid entry qualifies for the Lucky Draw. Only one (1) entry is allowed per participant. Duplicate or incomplete entries will be disqualified.
8. A total of nine (9) winners will be selected via Lucky Draws conducted over three (3) months, with three (3) winners drawn per month. The draw and selection process will follow these rules:
  - a. **Draw Dates:**
    - i. 2 October 2025
    - ii. 3 November 2025
    - iii. 2 December 2025
  - b. **Entry Period:**
    - i. All valid entries submitted from 2 September 2025 to 1 December 2025 will be eligible.
    - ii. Entries will be automatically rolled over to subsequent draws if not selected in a prior month.
    - iii. For example, an entry submitted in September will be eligible for the October, November, and December draws unless selected earlier.
  - IV. The cut-off date for each month's draw is the 1st of that month, at 12:00AM Singapore Time (SGT). Entries received after 12:00AM will be considered for the following month's draw.  
For example, to be considered for the October draw, entries must be received by 1 October 2025, 12:00AM. Entries submitted on 2 October 2025 will be considered for the November draw, and so on.

**c. Winner Confirmation:**

Three (3) winners will be selected per draw. Each selected winner must respond and confirm their participation within two (2) calendar days from the first contact attempt. This response window allows the Organiser to finalise and confirm the winners by:

- i. 8 October 2025 for the October draw
- ii. 8 November 2025 for the November draw
- iii. 8 December 2025 for the December draw

If a selected winner does not respond within the aforementioned timeframe, a replacement may be selected at the Organiser's discretion, in accordance with Clause 19.

9. Each winner will receive **S\$1,000 worth of COURTS vouchers** (the "prize"), conditional upon full participation in the BB Ong Lai Treasure Hunt..

Participation in the BB Ong Lai Treasure Hunt is mandatory and forms part of the prize fulfilment process. Winners who do not attend or refuse to participate will be deemed to have forfeited the prize.

10. Three (3) winners per month will compete to find hidden BB Ong Lai plushies at each selected COURTS store. The participant who collects the most BB Ong Lai plushies will win an **additional S\$3,000 COURTS voucher**. Other decoy plush toys may also be placed in-store.

11. The BB Ong Lai **Treasure Hunt** will take place on:
- a. 10 October 2025, at selected COURTS store after opening hours
  - b. 14 November 2025 at selected COURTS store after opening hours
  - c. 12 December 2025 at selected COURTS store after opening hours

Participants will be notified one (1) day before the scheduled treasure hunt with final event details, such as the exact store location and reporting time.

12. Participants in the BB Ong Lai Treasure Hunt will be required to:
- a. Be physically present at the designated COURTS store on the scheduled date
  - b. Consent to being filmed and photographed during the activity
  - c. Wear **provided contest t-shirt** and **body cameras** for video documentation

By participating, participants consent to the use of their video footage, likeness, name, and voice for promotional, advertising, and marketing purposes without further compensation.

If a participant refuses to be filmed, declines participation, or is unable to attend, the Organiser reserves the right to disqualify them and select a replacement winner.

13. The Organiser reserves the right to remove or reject, at its sole and absolute discretion, any entry deemed offensive, inappropriate, unlawful, unsuitable, or non-compliant with these Terms and Conditions.
14. The Organiser is not responsible for incomplete, lost, late, or misdirected entries, or for any technical faults that may impact participation.
15. Participants also grant the Organiser the right to use their name, likeness, voice, biographical information, and video or photo content across all media platforms, without limitation, and release the Organiser from any associated liability.
16. The Organiser shall have no obligation to use any content submitted or captured during the Campaign, and may discontinue any use at its sole discretion without explanation or compensation.
17. All participants' data collected will be used for purposes related to the Campaign, including prize administration and marketing communications, in accordance with Senoko Energy's legal and privacy policy.
18. Prizes are **non-transferable, non-exchangeable, and not redeemable for cash**. The Organiser reserves the right to replace any prize with one of similar value at its sole discretion.

19. Winners will be contacted via **email, phone call, WhatsApp, or other available communication channels** using the information provided at the time of entry.  
If a winner does not respond and confirm participation within **two (2) calendar days** from the first contact attempt, and after a **maximum of three (3) contact attempts**, the prize will be forfeited. A replacement winner will then be selected at the Organiser's sole discretion.
20. Participants agree that the Organiser shall not be liable for any direct or indirect losses, damages, or injuries incurred as a result from participating in the Campaign, the Lucky Draw, or the BB Ong Lai Treasure Hunt.
21. The Organiser is not an agent of COURTS and vice versa. Any disputes regarding products or services provided by COURTS must be resolved directly with COURTS.
22. The Organiser reserves the right to suspend, cancel, or amend the Campaign or these Terms and Conditions at any time without prior notice. Continued participation constitutes acceptance of any such amendments. All decisions by the Organiser are final.
23. This Campaign and its Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore, and participants agree to submit to the exclusive jurisdiction of the Singapore courts.
24. The Organiser shall not be liable for any delay, cancellation, or change in the Campaign arising from causes beyond its reasonable control, including but not limited to natural disasters, pandemics, government restrictions, or technical issues ("Force Majeure").
25. Employees of the Organiser, ABAD PTE LTD, COURTS (Singapore) Pte Ltd, Playmakers Singapore, and other campaign-related agencies or vendors are not eligible to participate or win any prizes.
26. Standard terms and conditions and privacy policy of Senoko Energy apply. For details, visit: <https://www.senokoenergy.com/privacy-policy-and-disclaimer>