

Terms & Conditions for “Scream Cheeeese and Stand a Chance to Win 365 Meals” Campaign

The “*Scream Cheeeese & Stand a Chance to Win 365 Meals*” (“**Campaign**”) and the associated Perks (as defined below) or Grand Prize (as defined below) are governed by these Terms and Conditions. By participating in this Campaign, each participant (“**Participant**”, collectively the “**Participants**”) acknowledges that he/she has read, understood and agreed to be bound by these Terms and Conditions.

All decisions made by Hot Palette (Asia Pacific) Pte. Ltd. (“**Hot Palette**”) in connection with the Campaign, including but not limited to matters relating to eligibility, verification of entries, winner selection and prize distribution shall be final, conclusive and binding. No correspondence, appeals or further claims will be entertained.

Campaign Summary

1. The Campaign allows Participants to take part by screaming the longest and loudest “cheese”, as measured and recorded by the designated activation kiosk (with measurements recorded to a minimum decibel threshold) located at Plaza Singapura Level 1 Atrium. Subject to compliance with these Terms and Conditions, each eligible entry will entitle the Participant to one (1) free meat add-on and a chance to win the Grand Prize of 365 servings of Pepper Rice.
2. The Campaign shall run from 27 April 2026 to 10 May 2026, both dates inclusive (“**Campaign Period**”). All entries must be submitted during the Campaign Period and no later than 10.00p.m. (Singapore Time) on 10 May 2026. Any entries submitted after this time shall be automatically deemed invalid without notice.
3. Details relating to the participation mechanics, Perks, the Grand Prize, redemption conditions and any other applicable terms form an integral part of these Terms and Conditions and shall be read together with them. In the event of any inconsistency, these Terms and Conditions shall prevail.

How to Participate

1. Participants must visit the designated activation kiosk located at Plaza Singapura Level 1 Atrium (“**Kiosk**”) during the Campaign Period.
2. Participants shall interact with the Kiosk and scream the longest and loudest “cheese”.
3. Each Participant must use a unique username and provide a valid email address and contact number. Each Participant shall be entitled to up to three (3) attempts, with the Kiosk automatically recording the longest and loudest attempt. All measurements, recordings and determinations shall be made solely by the Kiosk and as assessed by Hot Palette, and shall be final and binding.

4. Any submission that is incomplete, illegible, or does not comply with these Terms and Conditions shall be deemed invalid.
5. Employees of Hot Palette, its associated sponsor(s) and their immediate family members are not eligible to participate in the Campaign.
6. All official communications in relation to the Campaign shall be disseminated exclusively through Pepper Lunch's official social media channels (Facebook, Instagram).
7. Hot Palette reserves the absolute right, at its sole discretion and without prior notice, to disqualify any Participant whose participation or recorded result is reasonably determined to be the result of misconduct, abuse, manipulation, unsafe conduct or any action that undermines the integrity, fairness or intended purpose of the Campaign. For the avoidance of doubt, this includes but is not limited to, any participation or result arising from (i) misuse, interference with, or tampering with the Kiosk or its equipment; (ii) coordinated, assisted or artificial conduct; (iii) behaviour that produces clearly anomalous, unreasonable or unintended recordings that are not reasonably achievable by an individual acting in good faith; or (iv) any illegal, unethical or improper conduct in connection with participation in the Campaign. Any result that reaches or is affected by system limits, caps or technical boundaries shall be deemed anomalous and may be disregarded by Hot Palette at its sole discretion, acting reasonably and in good faith.
8. Recorded results do not constitute a guarantee of eligibility, ranking or entitlement to any Perks or Grand Prize. Hot Palette does not warrant that all recorded results are achievable, accurate, free from technical limitation or reflective of genuine individual performance.
9. Hot Palette may engage media partners and Key Opinion Leaders ("**KOLs**") to promote the Campaign. Any content created or shared by such parties are intended solely for marketing purposes and shall not constitute any representation, warranty or guarantee of the Campaign terms or Grand Prize. Participants should rely solely on these Terms and Conditions for accurate and binding information.

The Perks

1. Upon successful completion of the participation requirements, each Participant shall receive one (1) free meat add-on voucher ("**Perks**"), redeemable for dine-in at any Pepper Lunch Express outlets, subject to availability.
2. The voucher shall be valid for redemption until 13 May 2026 and shall be non-transferable, not exchangeable for cash and may not be used in conjunction with any other promotions, discounts or vouchers.

The Grand Prize

1. One (1) Grand Prize winner will receive 365 servings of Pepper Rice (“**Grand Prize**”) awarded in the form of a stamp card. The stamp card shall be valid for a period of twelve (12) months from the date of issuance.
2. The Grand Prize is valid for redemption only at Pepper Lunch Restaurants located within Singapore, subject to availability. Hot Palette reserves the right, at its sole discretion and without prior notice, to substitute the Grand Prize with another of equivalent or similar value.
3. The Grand Prize is strictly non-transferable, non-exchangeable, non-refundable and not redeemable for cash, whether in whole or in part.

Grand Prize Winner Selection

1. The Grand Prize winner shall be selected following the conclusion of the Campaign Period. Where a recorded result is disqualified or disregarded due to abuse, misconduct, anomaly or technical limitation, Hot Palette reserves the right to award the Grand Prize to the next qualifying Participant with a valid and reasonably determined result, as assessed by Hot Palette.
2. The Grand Prize winner will be announced via Pepper Lunch’s official social media channels (Facebook, Instagram) on 17 May 2026. Hot Palette will notify the Grand Prize winner of the prize collection details via the email address provided during participation at the Kiosk.
3. Hot Palette shall not be responsible for any fraudulent communications or claims made by third parties purporting to represent Pepper Lunch or Hot Palette. Participants are advised to rely solely on communications from Pepper Lunch’s official channels.

Grand Prize Collection

1. The Grand Prize must be collected in person at the office of Hot Palette, located at 1 Coleman Street #10-09, The Adelphi, Singapore 179803, during office hours (Monday to Friday, 10:00 AM-12:00PM or 2:00PM- 5:00 PM, excluding weekends and public holidays).
2. Winners must present the following documents for verification at the time of Grand Prize collection:-
 - (a) Proof of winning notification via Pepper Lunch’s social media channels; and
 - (b) A valid photo identification (physical NRIC or Singpass, with the last four (4) digits recorded for verification purposes).
3. Where a representative is authorised to collect the Grand Prize on behalf of the winner, a written authorisation must be provided and shall include the last four (4) digits of both the winner’s and the representative’s NRIC.

4. The winner must respond within seven (7) days from the date of notification to confirm acceptance of the Grand Prize. The Grand Prize must be collected within seven (7) working days following such confirmation.
5. Failure to respond or collect the Grand Prize within the specified timeframe shall result in forfeiture of the Grand Prize and Hot Palette reserves the right to select an alternate winner at its sole discretion.
6. All decisions made by Hot Palette in connection with the Campaign, including validity of participation, recorded results, disqualification and determination of the Grand Prize winner shall be final, conclusive and binding. No appeals, correspondence or further claims will be entertained.

Grand Prize Redemption – 365 servings of Pepper Rice

1. The Grand Prize winner will be awarded a stamp card entitling him/her to redeem a total of 365 servings of Pepper Rice.
2. Each redemption shall be represented by one (1) valid stamp, which must be obtained from the cashier at the time of placing a dine-in order.
3. Redemptions are valid for dine-in only at Pepper Lunch Restaurants located within Singapore and are strictly NOT applicable for kiosk orders, mobile app, web orders, delivery platforms or takeaway.
4. Only the following four (4) menu items are eligible for redemption under the Grand Prize:
 - Beef Pepper Rice
 - Chicken Pepper Rice
 - Salmon Pepper Rice
 - Broccoli & Mushroom Pepper Rice

(collectively, “**Pepper Rice**”)

No substitutions or alternative menu items shall be permitted.

5. The original stamp card must be presented prior to ordering. Photocopies, digital reproductions or altered versions will not be accepted.
6. Lost, stolen, or damaged stamp cards will not be replaced under any circumstances.
7. The stamp card shall be valid for twelve (12) months from the date of issue. All unredeemed stamps shall expire thereafter and shall not be carried forward or refunded.
8. The stamp card cannot be used in conjunction with other discounts, vouchers, or promotional offers.
9. Hot Palette reserves the right to amend, vary or modify the redemption terms at any time without prior notice.

Other Conditions

1. By participating in the Campaign, each Participant acknowledges and agrees that Hot Palette or its authorised representatives may photograph, video-record or otherwise capture the Participant's image, voice and likeness during the Participant's interaction with the Kiosk. Each Participant grants Hot Palette a non-exclusive, royalty-free, worldwide and perpetual licence to use, reproduce, modify, publish and display such recordings for promotional, marketing, publicity and advertising purposes in any media, without further compensation or notice, subject always to applicable law.
2. Hot Palette shall not be held responsible for any delays, errors or any other issues arising from technical malfunctions related to the Campaign, including without limitation failures or breakdowns of the Kiosk, online systems, servers, software or telecommunication networks. Hot Palette shall also not be liable for any injury, loss or damage arising from participation in the Campaign.
3. Hot Palette shall not be liable for any failure or delay in performing its obligations under the Campaign due to events beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, civil unrest, public health emergencies or government restrictions. In such cases, Hot Palette reserves the right to cancel, suspend or modify the Campaign without prior notice.
4. To the fullest extent permitted by law, Hot Palette, its affiliates, subsidiaries and related companies, its respective advertising or promotion agencies or any of their respective officers, directors, employees, members, shareholders, attorneys, representatives and agents (collectively, "**Affiliates**"), shall not be liable for any loss, damage or injury arising from participation in the Campaign or use of the Perks or Grand Prize. By entering the Campaign, Participants agree to release and hold harmless Hot Palette and its Affiliates from and against any and all demands, claims, causes of action, losses, damages, costs and expenses whatsoever arising in whole or in part, directly or indirectly.
5. Hot Palette and its Affiliates make no warranties, express or implied with respect to the Perks or Grand Prize. Without limiting the generality of the foregoing or anything in these Terms and Conditions, Hot Palette and its Affiliates shall not be liable for any defects or malfunctions in the Perks or Grand Prize, and all risks associated with the use of the Perks or Grand Prize shall be borne solely by the Participants. For the avoidance of doubt, nothing in these Terms and Conditions shall limit any party's liability for death or personal injury caused by such party's negligence or any liability that cannot be excluded under the laws of Singapore.
6. Personal data (including images) ("**Personal Data**") collected from Participants may be used by Hot Palette, and/or its authorised agents and agencies for the purposes of administering the Campaign, verifying eligibility and publicity purposes. Hot Palette values all Personal Data received and shall not disclose such information to any unrelated third parties (save for their respective agents and agencies for the purposes of the Campaign or where required by law). For more information, please refer to Hot

Palette's privacy policy at <https://www.hotpalette-apac.com/privacy-policy/>. To the maximum extent permitted by law, each Participant agrees to indemnify and hold Hot Palette harmless from and against any and all claims, damages, liabilities, costs and expenses (including legal costs on an indemnity basis) arising from any breach of these Terms and Conditions or participation in the Campaign.

7. Hot Palette reserves the rights to amend, add, replace, vary or modify these Terms and Conditions at any time without prior notice. Participation in the Campaign constitutes acceptance of these Terms and Conditions and any subsequent amendments, additions, replacements, variations and modifications hereto, which shall be final and binding in all respects.
8. If any provision of these Terms and Conditions is held to be invalid, illegal or unenforceable under applicable law, such provision shall be deemed modified to the extent necessary to make it enforceable and the remaining provisions shall remain in full force and effect.
9. This Campaign and these Terms and Conditions shall be governed by and construed in accordance with the laws of Singapore.
10. In the event there is any dispute arising from the Campaign or relating to the interpretation of these Terms and Conditions, Hot Palette's decision shall be final and binding. No correspondence, appeal or further claims will be entertained.
11. For avoidance of doubt, participation in the Campaign shall not be construed as creating any partnership, joint venture, agency or employment relationship between Hot Palette and any Participant.
12. Participants waive any right to challenge or dispute the Campaign mechanics, Kiosk and equipment, measurement methodology or result determination, except where such challenge cannot be excluded by applicable law.