

Terms of use

Panel Booking Submission

- Advertisement must be submitted by **21st** of the month in order to be approved and broadcast for the following month.
- The minimum booking period is **one (1)** month. Bookings can be made for up to **six (6)** months in advance.
- Each transaction is limited to **one (1)** booking.
- The success of your booking is subjected to the availability of the selected panel/location.
- Advertiser(s) will be notified via their registered email or SMS of their submission status. Advertiser(s) may also log back to the e-portal to check on the status.

Payment

- There will be **no refunds** for rejected advertisements. Advertiser(s) can re-upload the media to AHTC for re-assessment instead at no additional cost.
- For amendment of advertisement media that has been booked and approved, there will be a media review fee of **SGD20.00**.
- For all applications (including amendments of advertisement media), AHTC will require up to **five (5)** working days for its review.
- Payment can be made only by Visa, MasterCard or American Express.

Cancellation & Termination

- **No cancellation** request will be accepted after payment is made. In the event that the Advertiser(s) request for advertisement(s) to be withdrawn, there shall be no refund of the payment made. For cancellation, Advertiser(s) can write in to feedback@ahc.sg

Liability & Indemnity

- The Advertiser(s) shall bear sole responsibility to ensure that the advertisement copy will not breach the copyright or other rights of, or, be defamatory to any third party.
- AHTC reserves the right to reject or discontinue the broadcast of any advertisement which in its sole opinion is objectionable, unsuitable for any cause, or likely to contravene Singapore law or for any other reason without reference to the Advertiser(s). In such an event, AHTC shall not be liable for any refund, responsibility, liability and/or losses suffered by the Advertiser(s).
- AHTC reserves the right to do any of the following, at any time, without notice: (1) to modify, suspend or terminate operation of or access to the digital panel fully or partially, for any reason; (2) to modify or change the digital panel and its application, including but not limited to the booking process, and/or other features and any applicable policies or terms; and (3) to interrupt the operation of the digital panel application fully or partially, as necessary to perform routine and/or non-routine maintenance, error correction, or other changes.
- By signing up for Aljunied-Hougang Town Council's advertising services, you agree to be bound by the terms of use below:
 - A.** In giving us your contact information for the use of our services, you also give your consent and permit us to: (a) use your contact information to communicate with you on Town Council related communications; and (b) send you notifications and updates via messages to your email address or Singapore-registered number in our records.
 - B.** You are solely responsible for the security and secrecy of your login identification and password. You must take all measures (including but not limited to changing your password from time to time) to protect the confidentiality of your login account. The Town Council will not be responsible in any way if your account is misappropriated or used by a third party.
 - C.** We reserve the right to refuse, change or remove your account. We will notify you of such refusal or removal.
 - D.** If you discover or suspect any unauthorised use or disclosure of your account or that your account security has been compromised, you must immediately inform us and change your password.
 - E.** When creating your account or providing any information under your account, you must provide accurate and complete information.
 - F.** The Town Council may, in our absolute discretion, suspend or terminate access to and/or use of your account at any time and without notice or liability. In no event will we be liable for the suspension or termination of access to or use of your account. We will not be liable for any consequences arising from the cessation of our services.
 - G.** Without prejudice to the foregoing, if you are dissatisfied with the use of your account or any of these Terms & Conditions, your sole and exclusive remedy is to discontinue your access and use of the services.
 - H.** We reserve the right to revise any of these Terms in our absolute discretion at any time and without notice or liability. Use of your account will constitute acceptance of these Terms & Conditions and the revisions thereof.

Policy

- Collection of Personal Information and Personal Data Protection Policy
 - A.** The Personal Data Protection Policy is in accordance with the statutory requirements of the Personal Data Protection Act 2012 (PDPA).
 - B.** When using this website, the IP address used to access the site will be logged along with the dates and times of access. This information is purely used to analyse trends, administer the site, track user movement and gather broad demographic information for internal use. Most importantly, any recorded IP addresses are not linked to personally identifiable information.