

Lights by the Lake 2025 – Lantern Exploration Quest

Frequently Asked Questions (FAQs)

1. What is the Lantern Exploration Quest?

- a. The Lantern Exploration Quest a special in-app event organised by NParks, in conjunction with the Lights by the Lake 2025 event ("Event") at Jurong Lake Gardens.

The quest ("Quest") utilises the NParks Explore A Route mobile application ("NEAR app"). Participants stand to redeem exclusive Jurong Lake Gardens magnetic pins by finding the five scenes of "Sun Wukong's Journey to the West" lantern displays within Jurong Lake Gardens and completing the quests using the NEAR app during the Lights by the Lake 2025 event.

2. How long is the duration/qualifying period of the Quest?

- a. The event will begin from 0000 hours on 27 Sep 2025 to 2359 hours on 12 Oct 2025 (both dates and times inclusive, "Qualifying Period").

3. What prizes are being given away?

The following prize can be won upon completion of the Quest:

- a. One limited edition Jurong Lake Gardens magnetic pin (5 varying designs).

4. How do I take part in the Quest?

- a. Participants are required to download the NEAR app and create an account.
- b. Go to the Events bubble or Events screen on the NEAR app and click on Lights by the Lake 2025 – Lantern Exploration Quest
- c. Follow the instructions to find the visit the five scenes of – "Sun Wukong's Journey to the West" lantern displays located in Jurong Lake Gardens during the Lights by the Lake 2025 event.
- d. Three scenes of Sun Wukong's journey are located at Lakeside Field and the other two scenes are located at Butterfly Field.
- e. Participant are required to take a photo of each scene and post the photos onto the NEAR app's Community Wall to complete the Quest.
- f. Participant will have to complete all five photo scenes/quests to be eligible to redeem the prize.

5. Do I need to pay to participate in this Quest?
 - a. Participation in the Quest is free.
6. Am I allowed to create more than one user account to take part in the Quest?
 - a. A valid email address registration is required to create an account to participate in the Quest. Users may sign up with multiple accounts using different email addresses.
7. How do I redeem my prize?
 - a. After completing all five photo Quests, Participant may approach any of the three designated Jurong Lake Gardens Visitor Services Counter to redeem a limited edition Jurong Lake Gardens magnetic pin.
 - b. Redemptions can only be made daily between 6:30 PM and 10:00 PM at the Visitor Services Counter.
 - c. Jurong Lake Gardens Visitor Services Counters are located at:
 - a. Entrance Pavilion (North Carpark)
 - b. Chinese Garden (Pagoda Plaza)
 - c. Japanese Garden (Water Lily Pavilion)
 - d. One limited edition Jurong Lake Gardens magnetic pin will be redeemed per NEAR app account – while stocks last.
8. Is there a guide on how to use the NParks Explore A Route (NEAR) App?
 - a. A user guide is available on the NEAR app via Account -> FAQs and User Guide
 - b. Please read the Terms and Conditions of the Quest before participating.
9. Where can I report an error, app bug/glitch?
 - a. Users can submit a report via the in-app feature at Account -> Mobile App Feedback.