

Hong Kong Coliseum
Guidelines on Ticketing Arrangements for Wheelchair Users
(January 2010 Edition)

Seating Arrangement

A limited number of wheelchair seats, each accompanied with one minder seat, are available at the Hong Kong Coliseum for wheelchair users attending events with admission tickets.

Ticketing Arrangements

Tickets of paid admission events are normally put on sale one month in advance. Patrons may watch out for the announcement by event organizers or call up the URBTIX hotline 2734 9009 (10:00am – 8:00pm daily) for general enquiries.

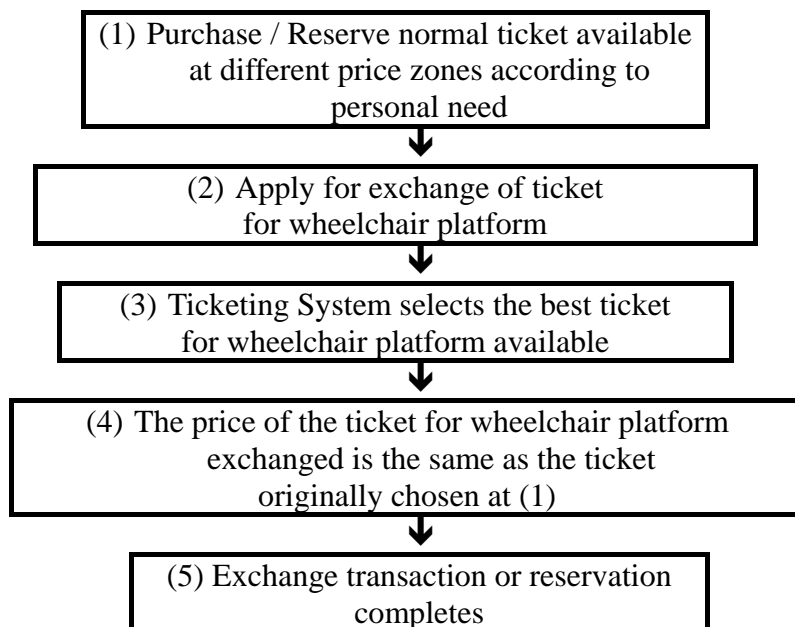
- **Tickets for Wheelchair Seats on the Arena Floor**

Purchase of tickets for wheelchair seats/minder seats on the Arena Floor will follow the normal ticketing arrangements arranged by event organizers.

- **Tickets for Wheelchair Platforms at the Main Gangway Level**

Tickets for wheelchair platforms will only be available by wheelchair users via a new ticket exchange mechanism, on a first-come-first-served basis.

Wheelchair users can apply for exchange of tickets for wheelchair platforms when purchasing tickets via various URBTIX ticketing channels (counter booking, telephone credit card booking and Internet ticketing services) or reserving tickets through telephone reservation service. The exchange procedure is as follows:



- The number of wheelchair tickets equals to the number of minder tickets. Any purchase of one wheelchair ticket is entitled to purchase only one minder ticket.

Purchase or telephone reservation of tickets for wheelchair seats on Arena Floor or tickets for wheelchair platforms can be arranged through the following channels:-

- **Counter Booking**

Patron may purchase tickets in person or by an authorized person at any URBTIX outlets. Please visit www.lcsd.gov.hk for the addresses of URBTIX outlets.

- **Telephone Credit Card Booking (2111 5999) or Internet Ticketing (www.urbtix.hk)**

Tickets are available for sale with credit card through the URBTIX hotline 2111 5999 (10:00am – 8:00pm daily) or through the website www.urbtix.hk from the first ticket sale day until 1 hour before performance with collection of a handling charge. Tickets booked more than 7 days before performance will be mailed to patron's designated address directly. As delivery by mail takes time, tickets booked within 7 days of the performance shall be collected in person at the sales counter at any of the URBTIX outlets upon presentation of the credit card used for booking instead of by mail.

- **Telephone Reservation for Wheelchair Users (2734 9009)**

Tickets can also be reserved by telephone free of service charge for wheelchair users through the URBTIX hotline 2734 9009 (10:00am – 8:00pm daily) starting from the first ticket sale day. Tickets may be reserved up to 3 days (counting the day of order as the first day) or by 1 hour prior to the scheduled commencement time of the performance (whichever is the sooner). Reserved tickets may be collected by the patron in person or by a person authorized by the patron at any URBTIX outlets.

On the day of the performance, tickets for wheelchair seats at Arena Floor and wheelchair platforms for Hong Kong Coliseum are only available at the Hong Kong Coliseum box office. Unsold or unreserved wheelchair seat tickets may be released for sale to the general public on the day of the performance. Unless otherwise announced, each purchase is limited to a maximum of 4 tickets when normal tickets are sold out on the day of the performance.

Admission Arrangement

Wheelchair users with tickets may contact the Hong Kong Coliseum venue management for necessary admission assistance. They are also advised to arrive at the performance venue with sufficient lead time for admission.

Enquiry Hotline

Ticketing and programme information :	2734 9009 (10:00am – 8:00pm daily)
Hong Kong Coliseum (Box Office):	2355 7233 (10:00am – 6:30pm daily)
Hong Kong Coliseum (Admission Arrangement):	2355 7234 (10:00am – 10:00pm daily)

Stadia Office

Leisure and Cultural Services Department