

**YF Life**

**PRETTY CRAZY JOEY YUNG CONCERT TOUR (“Concert”)**

**Re: Special Arrangements on “Special Show” on August 12, 2019 and “Refund Procedure” for the show on August 5, 2019**

Due to (i) the traffic paralysis conditions in Hong Kong Island, Kowloon and New Territories, certain numbers of audiences were unable to attend the show of the Concert held on August 5, 2019 (“**Aug 5 Show**”); and (ii) the technical problems occurred during the Aug 5 Show, the organizer of the Concert (“Organizer”) hereby makes the following special arrangements: -

**Special Arrangement on Special Show on August 12, 2019**

- (1) Audience with (i) original(s) of the valid intact admission ticket(s) of the Aug 5 Show (with ticket stub(s) attached); or (ii) original(s) of the used valid admission tickets (without ticket stub(s)) for the Aug 5 Show, shall be entitled to attend a special show of the Concert to be held on (Mon) August 12, 2019 at 8:15 p.m. (“**Aug 12 Special Show**”) at Hong Kong Coliseum (admission and seating arrangements will remain the same as indicated on the respective admission ticket(s) of the Aug 5 Show);

or

**Special Arrangement on Refund Procedure for the Aug 5 Show**

- (2) Holders of any unused valid original intact admission ticket(s) of the Aug 5 Show (with ticket stub(s) attached) who failed to attend the Aug 5 Show may opt to have a refund of the aforesaid unused ticket(s). In order to facilitate the refund and minimize any queuing time, the Organizer hereby offers the following refund procedure (“**Refund Procedure**”):
- Ticket holders should download the “Refund Application Form – By Post” (“**Form**”) at <https://eeg.zone/#/news/2704> subject to the terms and conditions as stated therein. Ticket holders must mail the (i) duly signed and completed Form; (ii) the original(s) of the valid intact admission ticket(s) (with ticket stub(s) attached) of the Aug 5 Show, to the Organizer by **registered mail or courier**.

Correspondence Address of the Organizer:

Emperor Entertainment (Hong Kong) Limited (Concert Department)  
28/F, No. 288 Hennessy Road, Emperor Group Centre, Wanchai, Hong Kong;  
Attention to: Ada Lam

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Refund Application Form's Postal Period: **from August 13, 2019 to August 26, 2019** (the postmark date on the envelope will be regarded as the date of application; late application will not be accepted). **Only registered mail or courier will be accepted (application by hand and freight collect will not be accepted).**

Postage Subsidy: the Organizer will subsidize each successful applicant a one-off fee for the amount of HK\$35 (regardless of postal areas and numbers of returned tickets). Despite the purchased method of the returned tickets, such postage subsidy shall be remitted to the applicant's designated valid Hong Kong Dollar saving account or Hong Kong Dollar current account in a licensed bank of Hong Kong OR cash collection in person at 28/F, No. 288 Hennessy Road, Emperor Group Centre, Wanchai, Hong Kong by the applicant who signed the Form during office hours (Monday – Friday: 10am -6pm, except public holidays) (please contact Ms. Ada Lam at tel#(852) 5985 7603) in advance for arrangement).

**\*\*Please be reminded to keep (i) a copy/photo of the duly signed and completed Form; (ii) a copy/photo of the front and back of the returned ticket(s); (iii) the slip/ waybill of the registered post/ courier, for record.**

Refund Arrangement: Refund will be provided to the successful applicants on or before September 30, 2019 in the following manner:-

- (i) cash refund in person at 28/F, No. 288 Hennessy Road, Emperor Group Centre, Wanchai, Hong Kong by the applicant who signed the Form during office hours (Monday – Friday: 10am -6pm, except public holidays) (please contact Ms. Ada Lam at tel#(852) 5985 7603) in advance for arrangement); or
- (ii) bank deposit to the applicant's designated bank account as stated in the Form by the Organizer, such bank account must be a valid Hong Kong Dollar saving account or Hong Kong Dollar current account in a licensed bank of Hong Kong.

*The Refund shall only be processed within the time and manners as stipulated above, any late application/ collection of refund will not be handled.*

Remarks:

- (1) Checklist for an application for refund:-
  - (i) the duly signed and completed Form; and
  - (ii) the original(s) of the valid intact admission ticket(s) (with ticket stub(s)) of the Aug 5 Show.
- (2) The Organizer shall not be liable to any costs and expenses for ticket purchased (including but not limited to handling fees, administration fees and postage/courier fees).
- (3) If any information on the returned admission ticket(s) have been altered, deleted, or the returned admission ticket(s) is damaged, defaced or incomplete, or is found to be fake/forged, the application of refund will not be accepted. The final decision on acceptance of a refund application shall be at the sole discretion of the Organizer.

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- (4) Ticket holders of any complimentary tickets (i.e. promotional tickets with HK\$0.00 consideration) shall not be accepted for Refund Procedure.
- (4) For any enquiries, please call the hotline at (852) 5985 7603 during office hours (Monday – Friday: 10am -6pm, except public holidays).

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**Organizer:**  
**Emperor Entertainment (Hong Kong) Limited**

Dated: 8 August 2019

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