

Refund Arrangements for Event Cancelled due to Closure of Venue Arising from the Epidemic Situation

The URBTIX Box Office at Hong Kong Coliseum will provide special ticket refund service to the following hirer event for eight weeks from **6 May to 30 June (both dates inclusive)**:

FWD Insurance presents AGA Round Midnight Live 2020
(Original Performance Dates: 3 & 4 April 2020)

Ticket Refund Arrangements

- 1) Holders of tickets of the above event purchased through URBTIX (including those purchased at URBTIX outlets, through internet, mobile app or telephone bookings) can request for cash refund upon production of intact original ticket(s) (with stub) during the refund period. Ticket holder may be refused the refund if the ticket is damaged or defaced. Upon successful verification, the ticket(s) will be collected by the staff of the box office for record purpose and a cash refund of the total face value of the ticket(s) will be made to the ticket holder.
- 2) In accordance with URBTIX's terms and conditions of purchase, all handling, mailing and courier services charges (if any) collected for ticket purchase via internet, mobile app and telephone bookings are non-refundable.
- 3) The ticket refund service will be provided during the specified refund period only, and late requests will not be accepted.
- 4) The ticket refund service is only applicable to tickets purchased through URBTIX, excluding consignment tickets and complimentary tickets. For enquiries on consignment tickets and the refund arrangements for the above event, please contact the event organizer, Universal Music Limited, at 2301 5888.
- 5) For general enquiries, please call URBTIX service hotline at 3761 6661 (service hours: 10am to 8pm daily).

For other cancelled hirer events, the respective event organizers have opted for arranging ticket refund by their own means. Please refer to the announcements made or to be made by the event organizers for details of the refund arrangements for these events.

Hong Kong Coliseum
29 April 2020