

**Special ticket sale arrangement for Twins In Concert – no counter booking and self-service ticketing kiosk booking; and tickets can be collected from the 14<sup>th</sup> day before and up to the day of the respective performance**

Emperor Entertainment (Hong Kong) Limited (presenter), in discussion with the Leisure and Cultural Services Department, has decided **not to arrange counter booking and self-service ticketing kiosk booking** for ticket sale of “**TWINS SPIRIT SINCE 2001 LIVE IN HONG KONG**”. Only internet, mobile app and telephone bookings are available with **implementation of “delayed collection of tickets”**. Patrons purchasing tickets through the above-mentioned channels can collect their paid tickets at all URBIX outlets or self-service ticketing kiosks with their credit cards/debit cards used to purchase the tickets from the **14<sup>th</sup> day before and up to the day of the respective performance**. Postal and courier delivery service is not available.

Details of ticket sale arrangement as follows:

**TWINS SPIRIT SINCE 2001 LIVE IN HONG KONG**

Hong Kong Coliseum

21-23, 25-29/1/2024

\$1,080, \$880, \$680, \$480

A total of 8 performances with about 50 300 tickets are available for public sale through URBIX from **22 November 2023 (Wed) at 10am**.

Patrons can purchase tickets through the following channels at the same time:

- URBIX website: [www.urbtix.hk](http://www.urbtix.hk)
- Mobile app URBIX (Android, HarmonyOS and iPhone/iPad versions)
- Telephone booking: 3166 1288 (10 am – 8 pm daily, including Public Holidays)

**Maximum 6 tickets** per purchase per person.

On the first day of ticket sale, internet and mobile app bookings only accept payment by Visa, Mastercard, American Express or UnionPay (mobile payment by virtual cards through Apple Pay or Google Pay is not applicable); and telephone booking accepts payment by Visa, Mastercard, American Express or UnionPay without PIN authentication.

(A credit card/debit card purchase limit is set for this event on the first day of ticket sale. When the aggregated number of tickets purchased by the same credit card/debit card reaches the above-mentioned maximum number per purchase in any transaction, no more purchase can be made by the same credit card/debit card for any performances of this event on the first day of ticket sale.)

In addition to URBIX’s and Hong Kong Coliseum’s channels, the presenter will only announce the most updated information on the concert through the following official platform:

- Website: <http://www.eeg.zone>
- Facebook: <http://www.facebook.com/eegmusichk>
- Instagram: [http://www.instagram.com/eeg\\_music](http://www.instagram.com/eeg_music)

Presenter’s enquiry no.: 2835 6688

**URBTIX appeals to patrons not to buy tickets from touts**

Please note that URBIX does not authorise the sale of tickets at non-designated venues or through non-official channels. Buying or obtaining unauthorised tickets carry risks and encourage ticket touting. Members of the public are advised to buy tickets through official channels to prevent loss from frauds.

#### In Case of Cancellation or Postponement of Programmes

Tickets are issued/sold on behalf of the presenter of the event whose name appears on the ticket. In case of event cancellation or postponement, the presenter shall be responsible for making any refund. Unless otherwise specified, refund shall only be made to the buyers of the tickets as shown in the latest record of URB TIX and, when possible, be made by using the same payment method used to purchase the tickets as shown in the latest record of URB TIX except, in the case of payment made by cash, Octopus or Faster Payment System, the refund shall be made to the holders of original tickets only.