

## **Terence LAM in Concert -- Ballot Ticketing Arrangement for Public Sale (Completed)**

A Plus Music Company Limited (Presenter), in discussion with the Leisure and Cultural Services Department, has decided to adopt **ballot ticketing arrangement** for public ticket sale of “White Summer Terence Lam 2025 Live at Hong Kong Coliseum”. Details are as follows:

**Event Name: White Summer Terence Lam 2025 Live at Hong Kong Coliseum**

**Venue: Hong Kong Coliseum**

**Performance Date: 22-24, 26-27, 29-31/8/2025**

**Ticket Price: \$1080, \$880, \$680, \$480**

**Ticket Purchase Limit: Maximum 2 tickets per successful ballot**

To cater for this special ballot ticketing arrangement for public sale, apart from the URBIX handling fee of \$9 per ticket, ticket buyers have to pay a Service Fee for Special Balloting Sale of \$15 per transaction. The handling and service fees are non-refundable.

## **Online Registration for Ballot Ticketing (Web only: <https://www.urbtix.hk>) (Completed)**

Online registration for Ballot Ticketing will commence at **10am on 23 June 2025 (Mon)** and end at **8pm on 24 June 2025 (Tue)**.

Applicants must complete the registration process before the cut-off time. Applicants successfully completed the Online Registration for Ballot Ticketing will receive a “Ballot Confirmation Email” with “Registration Reference Number” included. **Each successful registrant is given an equal chance of balloting. There is no need to rush for registration.**

**Please note: In case of any misbehaviour of registrants, such as using automated computer program or malicious software, making speedy or repeated registrations, etc., the presenter and URBIX reserve the right to invalidate the applicants’ registration.**

## **Information Required for Online Registration for Ballot Ticketing**

1. English full name of the registrant (should be identical to the name on his/her valid ID);
2. The first six digits and the last four digits of a valid credit card (Note: if the application is successful, the transaction must be completed with this credit card via a designated link within the stipulated purchase period. Any card numbers inconsistent with the card numbers registered will not be accepted. Please be aware of the expiry date of your credit card.);

3. Applicant's email address and mobile number that can receive SMS to be used for verification during registration and for ticket purchase upon successful application.

**Please note: Successful applicants must use the above registered information for ticket purchase, no changes are allowed. The presenter and URB TIX reserve the right to invalidate any registration with incorrect or false information provided.**

*The information above will be used for the ballot ticketing, ticket purchase, information validation or verification and admission supporting purposes. For details about personal information collection and privacy policy, please refer to : <https://www.urbtix.hk/security-privacy>.*

#### Points to Note for the Registration Arrangement

- After successful registration, a “Ballot Confirmation Email” will be sent to the email address submitted by the registrant in the registration. The “Registration Reference Number” included in the email will be used for enquiry and result announcement in the future. A ballot registration is considered complete only if you have received a “Ballot Confirmation Email”. To ensure successful delivery of the email, the registrant must check and verify all the submitted information is correct before submission.
- Information submitted in the successful registration cannot be changed. Duplicate registration will be invalidated.
- Each successful registrant is given an equal chance of balloting. There is no need to rush for registration.
- The presenter and URB TIX will not be responsible for any loss due to late registration, wrong information inputted, any problems caused by computer or data transmission error, and any other misbehaviours.

---

#### **Announcement of Ballot Result (Web only: “<https://www.urbtix.hk>”) (Completed)**

From **noon on 30 June 2025 (Mon)**, ballot result will be announced at URB TIX “What’s News” webpage. Registrants can input their “Registration Reference Number” to check if their application is successful. Each successful applicant will also receive on the same day a “Successful in Ballot” email, which contains a designated link for ticket purchase, information on ticketing arrangement and the points to note. However, there is no guarantee that tickets of whatever choices such as the preferred ticket price, number of tickets or seat location, etc. will be available for purchase. Availability of tickets depends on the actual circumstances in the course of ticket purchase and the terms and conditions applicable to this event. Tickets will be available for purchase on a first come, first served basis.

Each email contains a unique designated link for ticket purchase, which can only be used once and must not be forwarded to other people. The presenter and URB TIX are

not responsible for any loss due to failure to purchase tickets during the stipulated period caused by such forwarding or other inappropriate actions.

Please note: To guard against phishing emails with malicious links, registrants should verify their ballot result on the URB TIX Ballot Result webpage and only click the designated purchase link with a prefix of <https://www.urbtix.hk/>.

---

### **Ticket Purchases Period for Successful Applicants (Completed)**

Successful applicants can access the URB TIX webpage for ticket purchase (mobile app purchase is not available) within the purchase period **from 10am to 8pm (or until sold out, whichever is earlier) on 2 July 2025 (Wed)** for 8 performances with a total of about 38 000 tickets. Please complete your ticket purchase within the 15-minute countdown duration specified on the website or before the end of the stipulated ticket purchase period, whichever is earlier. **Those who fail to purchase tickets within the stipulated date and period will be regarded as having forfeited their right of ticket purchase.**

Please note: In case of any misbehaviour detected during ticket purchase, such as using automated computer program or malicious software etc., the presenter and URB TIX reserve the right to invalidate the applicants' ticket purchase eligibilities and cancel all relevant transactions.

### **Points to Note for the Ticket Purchase Arrangement**

- Only successful applicants are eligible to purchase tickets.
- **Each designated link can only be used for one transaction and a maximum of two tickets can only be purchased in each transaction.**
- Full version of the terms and conditions of ballot ticketing specified for this event as well as the ticket purchase arrangement, will be detailed in the “Successful in Ballot” email.
- All successful applicants must read, understand and agree to the balloting registration procedure, the ticket purchase arrangement and Terms & Conditions of Sale.
- **Successful applicants must input the same information provided in ballot registration to pass the system verification for ticket purchase.** The first 6 digits and last 4 digits of the credit card number you have provided in the registration will be automatically preset by system. You are required to input the remaining numbers of the same credit card for completing the payment. The use of any credit card number not consistent with the registered credit card number will not be accepted.
- The presenter and URB TIX will not be responsible for any loss due to late registration, wrong information inputted, any problems caused by computer or data transmission error, and any other misbehaviours.

The presenter and URB TIX reserve the right of the final decision in case of disputes.

---

### **Delayed Collection of Tickets**

“Terence LAM in Concert” will implement “delayed collection of tickets”. Patrons who have purchased tickets through the ballot ticketing arrangement can collect their paid tickets at all URB TIX outlets or self-service ticketing kiosks with their credit cards used for ticket purchase 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.

---

### **URB TIX appeals to patrons not to buy tickets from touts**

Please note that URB TIX does not authorise the sale of tickets at non-designated venues or through non-official channels. Buying or obtaining unauthorised tickets carries risks and encourages 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.