

New URBTIX ticketing system will be rolled out on 1 December 2022

New URBTIX ticketing system will be rolled out on 1 December (Thu). Patrons could still purchase tickets via the same website address (www.urbtix.hk), new mobile ticketing app “URBTIX” (Android and iPhone/iPad versions available for free download on 1 December), new credit card telephone booking hotline, URBTIX outlets and newly installed self-service ticketing kiosks.

The service of the existing Cityline ticket dispensing machines located at the Leisure and Cultural Services Department’s venues will be suspended from 30 November (Wed) 8pm onwards, patrons could use the self-service ticketing kiosks of the new system to collect their purchased tickets from 1 December 12noon instead.

Payment limit of self-service ticketing kiosk booking

Payment can be made by Visa, Mastercard, American Express, UnionPay without PIN authentication, Octopus, Alipay, WeChat Pay or Faster Payment System for self-service ticketing kiosk booking. However, in view of the requirement of respective card organisations and payment platform, the **maximum payment limit of Visa, Mastercard, American Express and UnionPay per transaction is HK\$1,000 while the Octopus is HK\$3,000**. For Alipay, WeChat pay and Faster Payment System, the maximum amount allowed is determined according to the customer’s own payment settings. Customers may check with the respective organisations for details.

The following URBTIX hotlines will be updated from 1 December onwards

Telephone booking hotline: 3166 1288

Ticketing enquiries and customer service hotline: 3166 1100

URBTIX