

NOTICE

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

The URBTIX Box Office at Queen Elizabeth Stadium will provide special ticket refund service to the following event for eight weeks from **7 July to 31 August (both dates inclusive) (opening hours from noon to 6:30pm daily)**:

Three Princes In Concert

(Original Performance Dates: 22-24 November 2019,
rescheduled to 29-31 May 2020)

Ticket Refund Arrangements

- 1) Holders of tickets of the above events 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 of the refund arrangements for the above events, please contact the event organizer, Purple Star Music Publishing Limited, at 2744 5191.
- 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.

Queen Elizabeth Stadium
2 July 2020