

Ticket Refund Arrangements for LCSD Events and some Hirer Events Cancelled due to Closure of Venues Arising from the Epidemic Situation

For events presented by the Leisure and Cultural Services Department (LCSD) and some hirer events originally scheduled from 7 Jan to 20 Apr 2022 and cancelled due to closure of LCSD venues arising from the epidemic situation, cash refund to holders of tickets purchased through URBTIX will be available at the box offices of the respective performance venues from 17 May (Tue) onwards.

Since Sai Wan Ho Civic Centre is temporarily closed for the renovation and improvement project, holders of tickets of the below listed events can request for cash refund at the **Hong Kong Film Archive Box Office** during designated refund period.

Refund details and list of events originally staged at Sai Wan Ho Civic Centre:

Event Date	Event and Presenter	Refund Location	Time	Enquiry Number of Presenter
14.1.2022	Chinese Instrumental Concert presented by Hong Kong Fenghua Production	Hong Kong Film Archive Box Office (50 Lei King Road, Sai Wan Ho)	10am to 8pm, exclude Tuesdays	5167 5300
27.1.2022	“Winter Jazz 2022” presented by Hong Kong Big Band Jazz Federation			9683 2312

Ticket Refund Arrangements for the above Listed Events

- 1) The ticket refund service will be available for eight weeks **from 17 May (Tuesday) to 11 July (Monday) (both dates inclusive)**.
- 2) Holders of tickets of the above listed events purchased through URBTIX (including those purchased at URBTIX outlets, through internet, mobile app or telephone bookings) can request for cash refund at the box office of Hong Kong Film Archive 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.
- 3) 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.
- 4) The ticket refund service will be provided during the refund period as stated in item (1) only, and late requests will not be accepted.
- 5) The ticket refund service is only applicable to tickets purchased through URBTIX, excluding consignment tickets and complimentary tickets. Regarding refund arrangements for consignment tickets, please contact the respective event organizers.
- 6) All visitors are required to put on their own masks, comply with the requirement of the Vaccine Pass and scan the “LeaveHomeSafe” QR code before entering the venue.
- 7) For enquiries about the ticket refund arrangement of individual events, please contact the respective event presenters. For general enquiries, please call URBTIX service hotline at **3761 6661** (service hours: 10am to 8pm daily).

For other cancelled hirer events not listed above, the respective event organizers have opted for arranging ticket refund by their own means. Please refer to the announcements made by the event organizers for details of the refund arrangements for these events.