

TICKETING FREQUENTLY ASKED QUESTIONS

Why can I not purchase seats in the sections I would like during a Pre-Sale

A pre-sale provides early access to a selection of seats, but not all seats, throughout the venue. Tickets of equal quality are held aside for the public on sale. If you are unable to secure the tickets you wish during the pre-sale, you may choose to try again during the public on-sale when a new allocation of tickets will be released, but there are no guarantees.

When purchasing online, why is it that when viewing seats they are available but when purchasing they are no longer available

When a popular event goes on sale there are hundreds and sometimes thousands of customers simultaneously attempting to purchase tickets across all distribution channels. Other customers may be in the process of completing their transaction on the remaining tickets, or the number of tickets requested is greater than the maximum available adjacent seats. Please try again, try reducing the number of tickets you have selected, or select seats in a different section.

Are you planning to release more good seats during the public on-sale?

If you are unable to secure the tickets you wish during the pre-sale, you may choose to try again during the public on-sale when a fresh allocation of tickets are released. We must remind you that we do not offer exchanges, so you will not be able to replace the tickets you obtain at a pre-sale with other tickets that later become available.

Am I allowed to change my seats if there are better seats released during the public sales?

No. As with most ticket sales, refunds and exchanges are only available where an event is cancelled or rescheduled or where Singapore Consumer Law applies.

What is the refunds/exchange policy?

Unless the event you have purchased a ticket for has been cancelled or rescheduled, or there are legal requirements that provide otherwise (including those of the Singapore Consumer Law), tickets cannot be exchanged or refunded.

If an event is rescheduled, you will be offered equivalent seats at the rescheduled event. If you are unable to attend the rescheduled event or an event is cancelled entirely, you are entitled to a refund of the amount you paid for the ticket(s) (including per transaction handling fees) but will not normally be refunded any delivery fees paid in respect of the tickets. However, once an event has taken place there is generally no right to a refund or exchange. Please contact us for exact instructions if an event is cancelled or rescheduled.

Can I exchange my tickets to another performance?

Unless the event you have purchased a ticket for has been cancelled or rescheduled, or there are legal requirements that provide otherwise (including those of the Singapore Consumer Law), tickets cannot be changed to a different performance.

Sports Hub Tix acts as the ticketing agent for those who are promoting or otherwise providing the event for which you have purchased tickets and the policies of our clients (including venues, teams and theatres) generally prohibit Sports Hub Tix from issuing exchanges or refunds after a ticket has been purchased, other than in the circumstances set out above.

My event has been cancelled - How do I get a refund?

When a promoter advises us that an event is cancelled, we will make every attempt to contact patrons directly and notify them of the cancellation and the refund procedure.

If your tickets were purchased through the box office with cash, you will need to return your tickets to that outlet to obtain a refund.

Some events will have different refund policies to that listed above, in these instances customers will be advised accordingly.

I requested my tickets to be posted, however my tickets have not arrived. What should I do?

Please contact Sports Hub Tix Customer Service at 3158 7888 for assistance. A reprint charge of \$3 per ticket may apply

I have lost/not received my tickets - How do I get replacements?

If you selected the Print-At-Home (PAH) option, you can print another copy of your ticket from your email confirmation. However, if you are worried that someone might find it and attempt to use it, please contact us to get a replacement ticket issued with a new barcode.

If you did not select PAH tickets, please contact Sports Hub Tix Customer Service at +65 3158 7888. You will need your transaction details in order for us to trace the booking. A reprint charge of \$3 per ticket will apply for all replacement tickets.

Where is the box office located and when is it open?

Singapore Indoor Stadium, 2 Stadium Walk, Singapore 397691

Operation Hours:

Monday to Saturday 10am – 8pm

Sunday & Public Holidays 12pm – 8pm

There are no tickets left. What should I do?

Check back from time to time as more tickets may become available at a later date.

We strongly advise against buying tickets from unofficial outlets and secondary agents, as we cannot guarantee that the tickets are valid.