



For a smooth ticketing experience, please look through this handy guide to help you navigate your way through the process. We are working hard behind the scenes to do everything we can to make sure that tickets end up in the hands of genuine fans.

**1. How much are the “face value” tickets?**

The face value of the ticket prices is between SGD 168 and SGD 368 (excluding booking fee). Please note that a booking fee of SGD 4 per ticket will also apply to all bookings.

**2. What is unethical secondary ticketing and ticket resale?**

Unethical secondary ticketing is when tickets are purchased at face value and re-sold at inflated prices via non-artist approved or unauthorised platforms, thus denying the fans the chance to buy at face value. Any tickets purchased from third party websites and unauthorised resellers such as Viagogo, StubHub, Carousell or similar are not valid for entry at the venue.

**3. Why will my name be printed on the tickets purchased?**

In order to put a stop to the secondary ticketing market, absurd prices and fan rip-offs, **all tickets sold are personalized and the name of the ticket purchaser (Sports Hub Tix account holder) will be printed on all of his/her ticket(s)**. The name registered to and printed on the tickets cannot be changed. **The promoter reserves the right to check authenticity of the ticket and personal data.**

For online purchases, the name provided when creating the Sports Hub Tix account will be the name registered to and printed on the ticket(s) purchased. Please ensure that your full name as in your photo ID is provided when creating the Sports Hub Tix account.

In the event of any ticket dispute, you will be required to present the photo ID and credit card of the ticket purchaser whose name is on the tickets. Photocopies or electronic versions will be accepted.

**4. How many tickets can I buy?**

Each Sports Hub Tix account holder is limited to a **maximum number of 4 tickets**. Any person found to be purchasing over this quantity may have the surplus tickets cancelled.

**5. Can we attend the show in a bigger group?**

You will need to purchase in separate transactions and on different accounts. A maximum of 4 tickets can only be made per account. However, different seats may be assigned on the subsequent purchase. Tickets purchased in breach of Terms & Conditions are subject to invalidation.

**6. Can I buy tickets as a gift?**

Yes, tickets can be purchased as a gift. In the event of any ticket dispute, you will still be required to present the photo ID and credit card of the account holder who purchased the tickets. Photocopies or electronic versions will be accepted.



**7. Where to buy tickets?**

The only authorised channels to buy tickets for this event are the following:

ONLINE: <http://www.sportshub.com.sg/AndyLau2019>

HOTLINE: +65 3158 7888

SINGAPORE INDOOR STADIUM BOX OFFICE  
2 Stadium Walk  
Singapore 397691

OUTLETS:  
ALL SINGPOST OUTLETS

THE STAR PERFORMING ARTS CENTRE BOX OFFICE  
1 Vista Exchange Green  
Level 3  
Singapore 138617

SCOTTS SQUARE  
6 Scotts Road  
Level 1 Atrium, Concierge Desk  
Singapore 228209

Any tickets purchased from third party websites and unauthorised resellers such as Viagogo, StubHub, Carousell or similar are not valid for entry at the venue.

**8. When will we receive our tickets?**

All physical tickets and 'Print-At-Home' E-tickets will only be made available and issued **from 27 August 2019** onwards.

Upon purchase of ticket(s), you will only receive a booking confirmation email / letter. For online purchase, please ensure that you add [tickets@sportshubtix.com](mailto:tickets@sportshubtix.com) to your safe list on your email account to ensure you receive your confirmation email.

**9. I can't find my confirmation email. What should I do?**

The confirmation email will be sent by Sports Hub Tix ([tickets@sportshubtix.com](mailto:tickets@sportshubtix.com)). If you are unable to find your confirmation email, please ensure that the email has not gone to your "Spam" or "Junk Mail" folder. You may call +65 3158 7888 or email [enquiry@sportshubtix.com](mailto:enquiry@sportshubtix.com) if you require further assistance.

**10. I can't go any more. What can I do?**

Tickets are strictly non-transferable and cannot be resold or offered for resale. The name registered to and printed on the tickets cannot be changed after the purchase. Resold ticket(s) may be cancelled without refund, and any person who is found to have purchased resale tickets will not be able to gain entry to the venue.



**11. Any further tips on the ticket buying process?**

We want everyone to have a smooth journey buying their tickets. Be ready and prepared and you'll sail through the process. Create your Sports Hub Tix account in advance and ensure that you are able to login before tickets go on sale. Please only buy tickets from the single authorised ticket seller Sports Hub Tix.

Standard ticketing terms and conditions can be found at: <http://www.sportshub.com.sg/AndyLau2019>