



## **BTS WORLD TOUR 'LOVE YOURSELF' SINGAPORE TICKETING FAQ**

### **1) What is the difference between booking online and buying the tickets at the physical location?**

Both online and physical booking will be sharing the same ticketing system.

### **2) Where can I purchase my tickets?**

▶ **Online Booking:** [www.sportshubtix.sg](http://www.sportshubtix.sg)

▶ **Phone Booking:** Call +65 3158 7888

▶ **Sports Hub Tix Box Office:**

◆ **KALLANG WAVE MALL** *\*only for first day of sale on 27 October 2018*

1 Stadium Drive, Singapore 397629

◆ **SINGAPORE INDOOR STADIUM** *\*from 28 October 2018 onwards*

2 Stadium Walk, Singapore 397691

▶ **Sports Hub Tix outlets:** Located at all SINGPOST, THE STAR PERFORMING ARTS CENTRE BOX OFFICE AND SCOTTS SQUARE

◆ **SINGPOST:** The sale of tickets will be available at All SingPost outlets.

Click [here](#) to check on available branches and operating hours.

◆ **THE STAR PERFORMING ARTS CENTRE BOX OFFICE**

1 Vista Exchange Green Singapore 138617 Level 3

Operation Hours: Monday to Sunday (12pm - 8pm)

◆ **SCOTTS SQUARE**

6 Scotts Road Singapore 228209 Level 1 Atrium, Concierge Desk

Operation Hours: Monday to Saturday (10am - 8pm) | Sunday and Public Holiday (12pm - 8pm)

## \*Ways to get to Kallang Wave Mall Sports Hub Tix Box Office:

### Public Transport (MRT):

- Exit Stadium MRT Exit A
- Walk straight along the exterior of Kallang Wave Mall
- Turn right at end of Kallang Wave Mall
- Walk straight to Sports Hub Tix Box Office

### Cars:

- Park at Carpark B (basement of Kallang Wave Mall)
- Walk along the exterior of Kallang Wave Mall
- Turn right at end of Kallang Wave Mall
- Walk straight to Sports Hub Tix Box Office



### 3) How much is the booking fee?

There is a booking fee of \$4 per ticket.

### 4) Is there any pre-sale for this event?

No, there's no pre-sale for this event. General sales commence on 27th Oct 2018, 10AM via [Sports Hub Tix ticketing channel](#).

### 5) When I can queue to purchase the tickets?

The official queue time will start from 4 pm on 26th October 2018. As queueing is prohibited before the official queue time, patrons who attempt to queue before the official queue time will be turned away by security. Queueing at the box office or other authorised points of sale does not guarantee that your tickets would be secured as the same ticketing system is used for both online purchases and other authorised points of sale. The operation hours of Kallang Wave Mall is from 10am – 10pm, facilities will only be available at this hour.

### 6) Is there any Sound Check Event for this show?

Yes, all Cat 1 ticket holders are entitled to join in a Sound Check lucky draw event. 1000 winners will be selected and the winner list will be announced 1 week prior to the show on [Live Nation Singapore](#) and [ONE Production](#) Facebook pages .

### 7) What is a Sound Check Event?

A Sound Check Event allows you to join in the rehearsal of the artist for a short period of time. More info of the Sound Check Event will be released 1 week prior to the show on [Live Nation Singapore](#) and [ONE Production](#) Facebook pages.

### **8) Does Sports Hub Tix accept debit card or foreign credit/debit card for ticket payment?**

Yes. All Visa, MasterCard, JCB and AMEX are accepted via all booking channels. Cash and NETS are available at the venue box offices and [Sports Hub Tix](#) outlets.

### **9) For ticket buyers outside of Singapore, how can we get our tickets?**

Foreign credit/debit cards are accepted for online booking. You may want to check with your local bank to ensure your credit/debit card can be used for online payment.

### **10) 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)). Please ensure that you add sportshubtix.sg to your safe list on your email account to ensure you receive your confirmation email. If you are unable to find your confirmation email, please call +65 3158 7888 or email [enquiry@sportshubtix.com](mailto:enquiry@sportshubtix.com) to trace your booking.

### **11) How many tickets can one buy within one transaction?**

Maximum 8 tickets purchased per transaction. Please make sure you complete the transaction within the time frame. [Register](#) your account now to ensure a smooth process when you book your tickets.

### **12) Can I choose my preferred section?**

You will be able to select your preferred section but not seats. Seats will be assigned by the ticketing system on best available basis.

### **13) What happens if my preferred section is unavailable?**

If your preferred section is unavailable at the time of your purchase, the ticketing system will automatically allocate you the next available seat in the same price category. In the event where the seat in the same price category is unavailable, the ticketing system will automatically assign the next available seat in the next price category.

### **14) How does the standing pen queue number system work?**

The queue number system is implemented to discourage overnight queuing due to safety concerns of the patrons.

Standing Pen Queue Numbers will be generated by the ticketing system and printed on the tickets. Entry into the venue for the standing area is sequential and will be based on assigned Queue Numbers printed on your ticket.

Queue numbers will be assigned upon reservation and will be released back to the ticketing system if the transaction is not completed successfully.

However, tickets purchased in a single transaction will be allocated queue numbers in running order.

Upon receiving the email confirmation regarding your purchase, please ignore the Row number. Your Queue Numbers will be shown on your Print-At-Home ticket or physical ticket.

### **15) How do we queue on the show day?**

On the day of concert, there will be a holding area (to be announced) for the Standing Area ticket holders based on the Standing Pen Queue Numbers.

Standing Area ticket holders should queue up at the holding area according to the sequence of their queue numbers as printed on the tickets.

Admission to the venue starts at 4pm on show day for Standing Area ticket holders only; 3 hours before show time (subject to change). Standing Area ticket holders in the holding area will be admitted according to the queuing number. Latecomers who arrived after the queue cut off stipulated timing, can only enter the venue after all other ticket holders have been admitted.

Venue Crowd Safety Officers and ushers will be around to maintain order and provide assistance.

For more information relating to the event, please note that an event guide will also be disseminated to all account holders via email at least 3 days prior to the event.

### **16) What is the minimum age to enter the concert venue?**

Standing Pen Area: Patrons below 12 years old (as of show date, 19 January 2019) will not be allowed to enter the standing pen. Venue Crowd Safety Officers will carry out security checks on patrons if required.

Seated Area: Patrons above 3 years old (as of show date, 19 January 2019) will require tickets to enter the concert venue.

### **17) What methods of delivery can I select and what do they cost?**

- Print-At- Home (PAH) is free of charge. Immediate delivery of your tickets to your email address for you to print at home.

- Mail is \$1.50 per order to Singapore addresses only.

- Venue Collection is \$1.50 per order. Tickets can be collected from the ticketing counter at the Kallang Wave Mall Sports Hub Tix Box Office on the day of the concert.

- Registered Mail is \$3 per order.

- Courier is \$15 per order. As tickets will be delivered during office hours, please ensure you provide a daytime address where someone is available to sign for the delivery.

### **18) I selected "Venue Collection" as my delivery method. How do I collect my tickets?**

You may collect the tickets from the Kallang Wave Mall Sports Hub Tix Box Office on the day of the concert. Please bring your credit card used for the transaction along with a photo ID that matches the name on your credit card and your booking confirmation number.

### **19) Can I authorize another person to collect the tickets on my behalf?**

Yes, you can. However, you will have to present the following items.

- An [authorization letter](#) completed and signed by the credit card holder.

- A photocopy of credit card holder's ID.

- A photocopy of both sides of the credit card used to purchase the tickets.

**20) Can I change my tickets from Print-At-Home to physical tickets?**

Yes, you can do so. There will be a reprint fee of \$3 per ticket and you may contact Sports Hub Tix at +65 3158 7888 for assistance.

**21) I can't go to the concert; can I get a refund?**

No refunds or exchanges are allowed once the transaction is confirmed.

**22) Will you be bringing in official concert merchandise for this concert?**

More details will be announced once it's confirmed by the artist management.

**23) Are there any gift collection counters at the venue?**

There are no gift collection counters at the venue.

**24) Is there any Lightsticks Synchronisation counter at the venue?**

More details will be announced once it's confirmed by the artist management.

**25) Is it safe to purchase tickets from 3rd party websites or other resellers?**

We would like to caution members of the public against purchasing tickets from unauthorised sellers or 3rd party websites like Viagogo, Stubhub, Carousell or other similar channels. By purchasing tickets through these non-authorised points of sale, buyers take on the risk that the validity of the tickets cannot be guaranteed, with no refunds possible.

**All information is correct at time of publishing but may be subject to change without prior notice.**

**For more info, please proceed to [Live Nation SG](#) or [ONE Production](#) Official Facebook Page.**