



In the run up to putting a tour on sale we often get asked lots of questions relating to the shows and ticket sales. The artist management has put together this handy guide to help you navigate your way through the process. We are working really 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 68 and SGD 248 (excluding booking fee). Please note that a booking fee of SGD 4 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.

**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. At the time of admission, the name printed on the ticket must correspond with the photo ID to be presented. The whole party must arrive at the same time as the ticket purchaser, i.e. the second (and possibly third and fourth) person only receives access at the same time as the person issuing the photo ID. Upon request, proof of booking must also be provided.

That means: When buying tickets, each of your tickets will be personalized with your name. At the entrance to the show, your companions (maximum of three) must enter together as a group.

**Be ready to provide at the entrance your order confirmation and your ID (or a photocopy of it) - 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.

**4. Where should I buy my “face value” tickets from?**

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

▶ **ONLINE:**

[www.sportshubtix.sg](http://www.sportshubtix.sg)

▶ **HOTLINE:**

+65 3158 7888

▶ **SPORTSHUB TIX BOX OFFICE:**

KALLANG WAVE MALL *\*only for first day of sale on 25 October 2018*

1 Stadium Drive

Singapore 397629



SINGAPORE INDOOR STADIUM *\*from 26 October 2018 onwards*  
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.

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

Each Sports Hub Tix account holder is limited to a **maximum number of 4 tickets**. No multiple transactions under the same account are allowed. Any person found to be purchasing over this quantity may have the surplus tickets cancelled.

**6. How can I pay?**

You can pay online at [www.sportshubtix.sg](http://www.sportshubtix.sg) with all major debit and credit cards.

You can also pay by cash / NETS and with all major debit and credit cards at the authorised channels.

**7. 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.

**8. What are the entry requirements?**

For a ticket to be valid, the lead booker (account holder) must *at any point* be able to provide the below, this includes on arrival at the show to gain admission:

- i. The ticket(s)
- ii. The booking confirmation email / letter
- iii. A valid photo ID (or a photocopy of it) matching the customer's name on the ticket(s) and booking confirmation

Any ticket holder who are unable to provide the required and valid identification documents may be denied entry to the venue.

As each of your tickets will be personalised with your name, your companions (maximum of three) must enter together as a group.



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

Yes, tickets can be purchased as a gift – the recipient’s name must be provided at the point of ticket collection at the Sports Hub Tix Box Office prior to the day of the show. An authorisation letter will then be issued by Sports Hub Tix to allow the intended recipient entry to the show.

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

All physical tickets and ‘Print-At-Home’ E-tickets will only be made available and issued **7 days before the day of the show**, from 19 April 2019 onwards.

Upon purchase of ticket(s), you will only receive a booking confirmation email / letter.

If you have selected to receive **Print-At-Home ticket(s)**, the ticket(s) will be emailed to you within 7 days before the day of the show.

If you have selected **venue ticket collection** to receive **physical ticket(s)**, the ticket(s) will only be available for collection from Sports Hub Tix Box Office 7 days before the day of the show. *Please note that a venue collection fee of \$1.50 applies.* We strongly encourage you to collect your physical ticket(s) early before the day of the show, as large crowd and long queues are expected for the ticket collection on the event day.

More information on venue ticket collection will be announced by AEG Presents, Lushington Entertainments & Sports Hub Tix nearer to date.

**11. 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.

**12. Are cameras allowed?**

Small personal cameras and camera phones are permitted, but professional cameras (any camera with removable lens) are prohibited.

**13. 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.

**14. How early should we turn up on the day of the show?**

More information will be announced nearer to date. Please stay tuned on AEG Presents & Lushington Entertainments channels or Sports Hub event details page for the latest information.

**15. What is the child admission policy for this show?**

No admission for infant in arms and children aged below 6 years old. Children aged 6 and above must purchase a ticket for admission. Standing tickets are only available to those aged 12 years old and above, or height of at least 120cm.



**16. How do I arrange to buy tickets for someone requiring disabled access?**

There are dedicated areas for accessible seating and these can be purchased by contacting us at +65 3158 7888 or visiting the Indoor Stadium Box Office.

**17. 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. Please only buy tickets from the single authorised ticket seller Sports Hub Tix. 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.