

yuu 林子祥開心演唱會-香港站

演出延期的門票及退票安排

原定於 2022 年 3 月 26 日之 “yuu 林子祥開心演唱會-香港站” (下文稱 “演唱會”) 早前主辦方已公佈將延期至 **2022 年 12 月 26 日** 於同一地點亞洲國際博覽館 Arena 舉行。

主辦方作出以下門票安排 :-

(一) 已購票並於延期日繼續觀看演唱會之觀眾，門票安排跟較早前公佈相同，詳情如下：

- (1) 已購票及已領取門票的觀眾可保留演唱會之完整門票(連同票根) 於延期場次直接使用，不需更換門票或辦理任何換票手續。
- (2) 經 AEG Promotion Ltd. 購票或經主辦方內部訂票而未獲取門票之觀眾，將在演唱會延期場次約兩星期前收到門票；觀眾帶同完整門票(連同票根) 於延期場次直接使用。
- (3) 經 Cityline 購票通 購票但仍未領取門票之觀眾，可於延期場次日期之前，前往「購票通自助取票機」以購票時使用的信用卡或取票編碼領取門票於延期場次直接使用。
「購票通自助取票機」地點及詳情請參考網址 <https://cityline.com/Tdm.do>，取票前請留意開放詳情。

(二) 已購票但無法於延期日觀看演唱會之觀眾可選擇退票，退票方式如下：

- (A) 經 Cityline 購票通 購票之觀眾
- (B) 經 AEG Promotion Ltd. 購票之觀眾
- (C) 經主辦方內部訂票之觀眾

(A) 經 Cityline 購票通 購票之觀眾：

可於以下日子透過 Cityline 申請退款。退款包括已購門票的票款 (不包括購票時已收取的手續費及郵寄費用)。申請退款手續詳情如下。

1) 以信用咭購票之人士

以信用咭購票人士，請於 **2022 年 5 月 3 日至 2022 年 6 月 30 日** 遞交 Cityline 完整官方節目門票及填妥退款申請表格(見附件)，遞交方法如下：

(A) 郵寄：購票人士可郵寄 Cityline 完整官方節目門票及已填妥退款之申請表，到

Cityline 總公司申請辦理退款手續(信封面請註明致: 票務部)。於 **2022 年 6 月 30 日**後申請之退款將一概不獲受理。(郵誤風險及郵寄費用概由申請人自行承擔)

(B) 親身遞交: 購票人士可携同 Cityline 完整官方節目門票及已填妥退款之申請表, 於辦公時間內到 Cityline 總公司遞交。於 **2022 年 6 月 30 日**後申請之退款將一概不獲受理。

退款指令將於退款申請期完結後, 向相關信用卡公司發出。請注意退款只會退回購票時使用之信用卡內。其票款一律不以現金或支票形式退回。

2) 以電子付款平台購票之人士 (BoC Pay / PayMe)

以電子付款平台購票人士 (BoC Pay / PayMe), 請於 **2022 年 5 月 3 日至 2022 年 6 月 30 日**遞交 Cityline 完整官方節目門票及填妥附件中之退款申請表(見附件), 遞交方法如下:

(A) 郵寄: 購票人士可郵寄 Cityline 完整官方節目門票及已填妥退款之申請表, 到 Cityline 總公司申請辦理退款手續(信封面請註明致: 票務部)。於 **2022 年 6 月 30 日**後申請之退款將一概不獲受理。(郵誤風險及郵寄費用概由申請人自行承擔)

(B) 親身遞交: 購票人士可携同 Cityline 完整官方節目門票及已填妥退款之申請表, 於辦公時間內到 Cityline 總公司遞交。於 **2022 年 6 月 30 日**後申請之退款將一概不獲受理。

退款指令將於退款申請期完結後, 向相關電子付款平台發出。請注意退款只會退回購票時使用之電子付款平台帳戶內。其票款一律不以現金或支票形式退回。

3) 以電子付款平台購票之人士 (支付寶 / 支付寶 HK / WeChat Pay)

以電子付款平台購票人士 (支付寶 / 支付寶 HK / WeChat Pay), 請於 **2022 年 7 月 4 日至 8 月 3 日**, 携同 Cityline 完整官方節目門票並填妥退款申請表, 於辦公時間內到 Cityline 總公司辦理退款手續, 並需於當天確認及簽署退款申請表格。**退款**將以現金支票形式退回。於 **2022 年 8 月 3 日**後申請之退款, 將一概不獲受理。其票款一律不以現金形式退回。

4) 以現金購票之人士

以現金購票之人士, 請於 **2022 年 7 月 4 日至 8 月 3 日**, 携同 Cityline 完整官方節目門票並填妥退款申請表, 於辦公時間內到 Cityline 總公司辦理退款手續, 並需於當天確認及簽署退款申請表格。**退款**將以現金支票形式退回。於 **2022 年 8 月 3 日**後申請之退款, 將一概不獲受理。其票款一律不以現金形式退回。

Cityline 總公司地址: 香港九龍觀塘成業街 7 號寧晉中心 23 樓

辦公時間: 星期一至五 上午 10 時至下午 1 時, 下午 2 時 30 分至 5 時 30 分 (星期六、日及公眾假期休息)

如有任何疑問, 請聯絡 Cityline 顧客服務熱線 (852)2314 4228 (上午 10 時至下午 8 時) 或發送電郵至 cs@cityline.com.hk 查詢。

[按此下載退款申請表](#)

(B) 經 AEG Promotion Ltd. 購票之觀眾 :

可於 **2022 年 5 月 3 日起至 2022 年 6 月 30 日止** 透過 AEG Promotion Ltd. (“AEG”) 申請退款, 退款手續詳情如下。

於 2022 年 6 月 30 日之前填寫以下表格申請退款 :

<https://forms.gle/P2MojRknefptB1RU9>

請注意 :

*逾期將不受理並自動作補場之用。

**為免存疑, 此退款只包括已購門票的票面值總額, 不包括 AEG 已收取的購票手續費及郵遞費 (如適用)。

如有查詢, 請致電 AEG 熱線 (852) 2697 1989 (星期一至五, 上午 10 時至下午 1 時及下午 2 時至 6 時, 公眾假期除外) 或發送電郵至 info@hkaeg.com 查詢。

(C) 經主辦方內部訂票之觀眾 :

可於 **2022 年 5 月 3 日起至 2022 年 6 月 30 日止** 透過主辦方申請退票/退款。退款包括已購門票的票款 (不包括購票時已收取的手續費、行政費及郵寄費用)。

已訂票觀眾請聯絡其協助訂票之人仕通知主辦方退票及向主辦方索取退款申請表格。請將填妥的退款申請表格發送電郵至表格上主辦方提供之電郵地址。**全額票款**將以劃線支票入賬形式退回。票款一律不以現金形式退回。於 **2022 年 6 月 30 日**後申請之退票/退款, 將一概不獲受理。

(三) 如門票上的資料曾被塗改、刪除或門票遭損毀、污損或殘缺不全或被驗出是假票, 則有關門票視為無效, 不能使用及不能辦理退款。

根據 <<盜竊罪條例>> 如作出欺詐性失實陳述試圖以欺騙手段取得退款或使用偽造門票, 均可構成刑事罪行, 切勿以身試法。

(四) 如觀眾遺失演唱會門票, 主辦方不會提供任何演唱會門票報失補償安排。

(五) 所有前往觀看演唱會的觀眾, 須遵守政府公布最新的防疫預防措施及保持適當的社交距離 (包括但不限於身處場地期間全程佩戴自備口罩、掃瞄「安心出行」二維

碼，及符合「疫苗通行證」的規定)，否則主辦方有權拒絕相關人士進場。除獲豁免人士外，觀眾須在進入場館前利用手機掃描「安心出行」二維碼；亦須符合「疫苗通行證」指示下適用於公眾娛樂場所的規定。所有進入表演場地的人士，必須隨身攜帶電子或紙本的疫苗接種紀錄或「新冠疫苗接種醫學豁免證明書」，並按場館人員要求出示相關文件以供掃描。有關「疫苗通行證」最新資訊及接種要求，詳情請參考「疫苗通行證」專題網站 (www.vaccinepass.gov.hk)。

(六) 如表演場地因應政府措施的需要調整入場人數、規則、座位安排或改期等，主辦方將會儘快公佈詳情。

(七) 如有任何爭議，主辦方保留最終決定權。

主辦方將密切留意政府最新的防疫措施及指引，如有任何更新消息，主辦方將盡快公佈。我們感謝各位的耐心等待，祝大家身體健康！期待與各位樂迷於聖誕節見面。

觀眾可繼續留意以下平台有關演唱會之消息：

林子祥開心演唱會 Facebook 平台：www.facebook.com/LAMUSIC.HK

Cityline 購票通網頁：www.cityline.com

AEG Promotion Facebook 平台：www.facebook.com/aegpromotion

主辦方: 奇門遁甲/ V Workshop/ KaiYun Media/ 168 Production

日期: 2022 年 4 月 25 日

yuu George Lam The Smiling Concert
Show Reschedule & Refund Arrangement Announcement

As previously announced, “yuu George Lam The Smiling Concert” which was originally scheduled on 26th March, 2022 at the AsiaWorld-Expo Arena will now be rescheduled to the same venue on **26th December , 2022**.

The Promoter has made the following ticketing arrangements:

I. For audiences who have purchased the Concert tickets and would like to continue watching the postponed Concert, the ticketing arrangement remains the same as previously announced as follows:-

(1) Audiences who have purchased and received the Concert tickets can keep the full tickets (intact with the ticket stubs) for admission to the postponed Concert, without the need to exchange tickets or go through any ticket exchange procedures.

(2) Audiences who have purchased tickets through AEG Promotion Ltd. or the Promoter but have not yet received the tickets will receive the tickets approximately two weeks prior to the postponed Concert date. Audiences can use the full tickets (intact with the ticket stubs) for admission to the postponed Concert.

(3) Audiences who have purchased tickets through Cityline but have not yet collected their tickets, should collect their tickets from the “Cityline Universal Ticket Dispensing Machine” before the date of the postponed Concert with the credit card used or the ticket redeem code issued at the time of purchase. The collected tickets can be directly used for admission to the postponed Concert.

For locations and details of the “Cityline Universal Ticket Dispensing Machine”, please refer to the website: https://www.cityline.com/Tdm.do?lang=en_US. Please pay attention to the opening hours before collecting the tickets.

II. Audiences who cannot attend the Concert on the postponed date can choose to refund the purchased tickets. Please refer to the following ticket refund arrangements: -

(A) Audiences who have purchased tickets through Cityline.

(B) Audiences who have purchased tickets through AEG Promotion Ltd.

(C) Audiences who have purchased tickets through the Promoter.

(A) Audiences who have purchased tickets through Cityline :

Ticket buyer(s) who wish to receive a refund can do by making a request through Cityline

within below period and subject to the following refund procedures. Please note that a refund based on the ticket value printed on the tickets (not including the customer service fee and courier charge) will be available upon the completion of refund procedures.

1) Refund Procedure for Tickets Purchased by Credit Card via Cityline

Please submit the current physical ticket(s) with the completed Refund Application Form (See attached form) **from 3rd May 2022 - 30th June 2022** to Cityline Head Office by one of the following method:

A. By post: Ticket buyer would be required to submit the current physical ticket(s) with the completed Refund Application Form to Cityline Head Office (**Attn: Ticketing Office**) **before 30th June 2022** to process a refund. Any refund requests received **after 30th June 2022** will not be processed. (**Applicant agrees the use by post is at their sole risk and delivery charge is at their own cost.**)

B. In person: Ticket buyer would be required visit Cityline Head Office (Office Hour) **before 30th June 2022** to submit the current physical ticket(s) with the completed Refund Application Form to process a refund. Any refund requests received **after 30th June 2022** will not be processed.

A refund request will be sent to the Credit Card Company after the refund application period. Please note that refund will be only deposited to the same Credit Card used for ticket purchased for the event. No refund in either cash or cheque will be made for tickets purchased by Online Transaction.

2) Refund Procedure for Tickets Purchased by Electronic Transaction via Cityline (BoC Pay / PayMe)

Please submit the current physical ticket(s) with the completed Refund Application Form (See attached form) **from 3rd May 2022 - 30th June 2022** to the Cityline Head Office by one of the following method:

A. By post: Ticket buyer would be required to submit the current physical ticket(s) with the completed Refund Application Form to Cityline Head Office (**Attn: Ticketing Office**) **before 30th June 2022** to process a refund. Any refund requests received **after 30th June 2022** will not be processed. (**Applicant agrees the use by post is at their sole risk and delivery charge is at their own cost.**)

B. In person: Ticket buyer would be required visit Cityline Head Office (Office Hour) **before 30th June 2022** to submit the current physical ticket(s) with the completed Refund Application Form to process a refund. Any refund requests received **after 30th June 2022** will

not be processed.

A refund request will be sent to the Digital Payment Platform Company after the refund application period. Please note that refund will be only deposited to the same Credit Account used for ticket purchased for the event. No refund in either cash or cheque will be made for tickets purchased by Online Transaction.

3) Refund Procedure for Tickets Purchased by Electronic Transaction via Cityline

(Alipay / Alipay HK / WeChat Pay)

Refund in cash cheque will be made at the Cityline Head Office **from 4th July 2022 - 3rd August 2022** upon submission of a completed Refund Application Form with performance ticket(s). The ticket holder must sign to acknowledge receipt of the refund. Any refund requests received **after 3rd August 2022** will not be processed. No refund in cash will be made for tickets purchased by Cash Transaction.

4) Refund Procedure for Tickets Purchased by Cash

Refund in cash cheque will be made at the Cityline Head Office **from 4th July 2022 - 3rd August 2022** upon submission of a completed Refund Application Form with performance ticket(s). The ticket holder must sign to acknowledge receipt of the refund. Any refund requests received **after 3rd August 2022** will not be processed. No refund in cash will be made for tickets purchased by Cash Transaction.

Cityline Head Office Address: 23/F, Legend Tower, 7 Shing Yip Street, Kwun Tong

Business Hours: Monday – Friday, 10am – 1pm, 2:30pm-5:30pm and closed on Saturdays, Sundays and Public Holidays

Should there be any enquiries, please call Cityline Customer Service Hotline on (852) 2314 4228 (10am – 8pm) or email to cs@cityline.com.hk for any inquired.

[Click here to download Application Refund Form for Review](#)

(B) Audiences who have purchased tickets through AEG Promotion Ltd. :

Those who purchased concert tickets through AEG Promotion Ltd (“AEG”) Priority Booking Service, can apply refund from **3rd May, 2022 to 30th June, 2022** by filling up below form : <https://forms.gle/P2MojRknefptB1RU9> .

No refund will be accepted after the application period (30th June, 2022). For the avoidance of doubt, this refund does not include the handling fee charged by AEG for processing the purchase of those tickets. For enquiries, please call AEG’s hotline 2697 1989 during office hours from 10am to 1pm and 2pm to 6pm, Monday to Friday.

(C) Audiences who have purchased tickets through the Promoter :

Ticket purchasers can apply for ticket booking cancellations and refund through the Promoter from **3rd May, 2022 to 30th June, 2022**. The refund will include the price of the ticket(s) only (excluding handling fees, administration fees and postage charges already collected at the time of ticket purchase/booking).

Ticket purchasers should contact the person or party who have assisted in the ticket booking to notify the Promoter of the refund request and to obtain a refund application form. Please email the completed refund application form to the email address provided by the Promoter on the form. The full amount of the ticket(s) will be refunded by a crossed bank cheque only. Ticket(s) will not be refunded in cash. Refund request made after 30th June, 2022 will not be accepted.

III. The Concert ticket will be considered as invalid and cannot be used for admission if any information on the ticket has been altered or deleted; or if the ticket is damaged, defaced, or incomplete; or if the ticket is found to be a counterfeit ticket.

Under the <<Theft Ordinance>>, making a fraudulent misrepresentation in the attempt to obtain a refund by deception or using forged tickets, can constitute a criminal offence and should not be tried.

IV. If the audience loses the Concert tickets, the promoter will not provide any arrangement for ticket reissuance or any compensation for the loss of Concert tickets.

V. All persons attending the concert must abide by the latest epidemic prevention measures announced by the government and maintain proper social distance (including but not limited to wearing their own masks during the entire time at the venue, scanning the "LeaveHomeSafe" QR code, and complying with the "Vaccine Pass" requirements), otherwise the promoter has the right to refuse such persons to enter the venue. Except for exempted persons, audiences are required to scan the "LeaveHomeSafe" QR code with their mobile phones upon entering the venue; they must also comply with the requirements applicable to places of public entertainment under the "Vaccine Pass" mandates. All persons entering the concert performance venue must carry electronic or paper vaccination records or the "COVID-19 Medical Exemption Certificate" with them, and to present the relevant documents for scanning as required by the venue's staff.

For the latest information on the "Vaccine Pass" and vaccination requirements, please refer to the government's "Vaccine Pass" website (www.vaccinepass.gov.hk) for details.

VI. If government measures require the concert venue to adjust the number of participants, regulations, seating arrangements or reschedules, the promoter will announce the

relevant details as soon as possible.

VII.The Promoter reserves the right to make the final decision on any dispute or controversy.

The Promoter will pay close attention to the latest government's anti-epidemic measures and guidelines and will announce any update as soon as possible. We are grateful for your patience and wishing all of you the best of health! Hope to see you all on Boxing Day!

Please continue to pay attention to the latest Concert news on the following platforms:

George Lam The Smiling Concert Facebook platform : www.facebook.com/LAMUSIC.HK

Cityline website : www.cityline.com

AEG Promotion Facebook platform : www.facebook.com/aegpromotion

Date : 25th April, 2022