

Shanghai Commercial Bank Credit Card Exclusive Priority Booking Terms and Conditions

1. The priority booking period is from 3 June 2024 3:00pm to 7 June 2024 7:00pm (for Telephone Booking) / 11:59pm (for Online Booking).
2. The priority booking service only applies to cardholders (“Cardholders”) of the credit card / co-branded credit card / Business credit card / Corporate credit card (including principal and supplementary card) (“Eligible Card”) issued by Shanghai Commercial Bank Limited (the “Bank”). UnionPay Dual Currency Credit Card does not apply to hotline orders. Cardholders are required to settle payment in full with the Eligible Card in order to enjoy the priority booking service.
3. A maximum of 6 tickets are allowed for booking per Eligible Card. Tickets are available while stocks last. Seats are allocated on a first-come-first-served basis, depending on the transaction date and time. No seat selection is available. For booking of 2 tickets or above, Cityline (Hong Kong) Limited (“Cityline”) reserves the right to arrange separate seats (including allocation of seats in odd numbers).
4. Regardless of age, each ticket admits one person only. A valid ticket must be provided for admission. No admission for children age of 3 or below.
5. Notice to Barrier-free Seat Ticket-Buyers & Admission Arrangement:
 - a. Barrier-free seat tickets (the “Barrier-free Ticket”) are only available for people who rely on wheelchairs for mobility or hold a valid medical certificate showing impaired mobility (the “User”) and their companions.
 - b. When purchasing the Barrier-free Ticket, the User can also buy a maximum of one additional ticket for a companion at the same ticket price (the “Companion Ticket”).
 - c. The holder of a Companion Ticket must enter the venue with the holder of the Barrier-free Ticket at the same time.
 - d. At the time of admission, the Organiser or venue staff have the right to request verification. Any person who is not a wheelchair user must show proof of inconvenience, such as the “Registration Card for People with Disabilities (Physical Handicap)” or other valid medical certificate showing the need for a barrier-free seat. If such proof is not provided, the venue reserves the right to refuse admission to the person and his/her companions, and will not arrange a refund.
 - e. Due to the constraints of the venue, there may be some obstruction to the line of sight for Barrier-free seat occupants and their minders.
6. Cityline will charge a HK\$50 customer service fee per ticket and HK\$35 courier fee per transaction with 6 tickets in maximum. All relevant ticketing fees or services fees paid during the booking transaction including but not limited to the courier fee, the customer service fee and the handling / administration Fee are non-refundable under whatever circumstances.
7. Ticket(s) will be delivered to Cardholder’s designated Hong Kong address via courier services,

each delivery is limited to 6 tickets per transaction. Cardholders should ensure that the delivery address / information is correct. No amendments to the delivery address for successful transactions will be permitted. The Organiser and Cityline are not responsible for any loss / non-delivery of tickets due to wrong or incomplete delivery address / information provided by Cardholders.

8. Cardholders who have not received tickets on or before 25 July 2024, please contact Cityline for assistance by email: cs@cityline.com or by phone during office hours: (852) 3761 6688 (Monday to Friday 10am-7pm excluding Public Holiday).
9. All charges, including the total amount for the tickets purchased, Cityline customer service fee, and courier fee (if applicable) (the "Fees"), will be charged to the Cardholder's account instantly after tickets have been ordered. If the Fees cannot be debited successfully, the booking will be cancelled automatically and Cityline will give appropriate notice.
10. Tickets cannot be cancelled, refunded, or altered nor resold once ordered or delivered. If ticket is lost, defaced or stolen, the Organiser and Cityline will not reissue or replace the ticket, and will not bear any responsibility. For refund arrangement due to postponement or cancellation of the concert by the Organiser, the Organiser reserves the right to require the presentation of an original copy of the relevant valid physical ticket (with ticket stub intact) for the concert, and to refuse processing of refund application not supported by the presentation of an original copy of the relevant valid physical ticket (with ticket stub intact) for the concert.
11. Ticket booking, delivery, and re-issuance are subject to the terms and conditions of Cityline.
12. The Concert is organised by Toptop Productions Limited (the "Organiser"), while the priority booking service is provided by Cityline. The Bank makes no representation or guarantee as to the quality and availability of the priority booking service provided by Cityline and the concert organised by the Organiser, or the information provided by Cityline and / or the Organiser. The Bank shall not be liable for any matters arising from or in connection with the priority booking service, the concert, or the information provided by Cityline and the Organiser. Any enquiry or complaint regarding the priority booking service, the concert, or any relevant information should be directed to Cityline and / or the Organiser.
13. The dates of the concert will be determined by the Organiser at its sole discretion. The Organiser reserves the right to change the performance date or cancel the concert without prior written notice. In case of dispute(s) arising therefrom between the Organiser and the Cardholder(s), the Organiser reserves the right for the final decision at its own discretion. The Organiser will make decisions and announcements regarding arrangements in case of cancellation or postponement of the concert. For the avoidance of doubt, there shall only be a refund in respect of the value of the tickets purchased which shall not include any courier fee charged (if the tickets are delivered to the Cardholders) or any customer service fees or administrative fees charged. If Cityline arranges a refund, the refund shall be made to the Cardholder who purchased the tickets with the presentation of the unused tickets.

Refunds relating to the priority booking service provided hereunder shall be arranged by Cityline. The Organiser and the Bank shall not in any event be responsible for any obligations and liabilities in relation to such refunds.

14. The Bank, Cityline and the Organiser, in principle, are not be responsible for damaged, lost, or stolen tickets that were purchased through the Service, and will not re-issue tickets. Cityline will assist in handling cases of lost reserved seat tickets; in this situation, the Cardholder is required to report the case to the Hong Kong Police Force and submit the Police's case record (original) as evidence, and it will be subject to the Organiser's discretion to issue a letter to replace the lost reserved seat tickets in question (i.e. the Cardholder shall only be allowed to enter the venue if they have a replacement letter.) Please contact Cityline for relevant details.
15. Spectators must follow the latest rules & regulations issued by the venue during admission and the show.
16. Spectators may be prohibited from entering the venue if they violate any of the rules & regulations of the venue. In such a case, the ticket fee, customer service fee, and courier fee shall not be refunded.
17. All the rules & regulations are subject to the latest updates issued by the venue and the Organizer.
18. Cardholders' personal data may be collected by Cityline, and the use of such personal data shall be subject to the personal information collection statement of Cityline. The Organiser and the Bank are not involved in any part of such data collection and usage. Please contact Cityline for relevant details.
19. The Bank, Cityline, and the Organiser reserve the sole right to vary or cancel the priority booking service and/or amend or alter the relevant terms and conditions at any time with appropriate notice. In the event of any dispute, the decision of the Bank, Cityline, and the Organiser shall be final and conclusive.
20. No person other than the Cardholder or the Bank will have any right under the Contracts (Rights of Third Parties) Ordinance, Cap. 623 of the Laws of Hong Kong to enforce or enjoy the benefit of any of the provisions of these terms and conditions.
21. These terms and conditions are governed by and will be construed in accordance with the laws of the Hong Kong Special Administrative Region.
22. Please read all of the terms and conditions contained herein carefully. It is the ticket purchaser's responsibility to read and understand the relevant terms and conditions and any accompanying risks, obligations and responsibilities. By purchasing / using the Ticket and / or entering the venue for the concert, the ticket purchaser consents to be bound by these terms and conditions. In the event of inconsistency between the Chinese version and the English version of the terms and conditions stated herein, the Chinese version shall prevail.