

SMTOWN SPECIAL STAGE in HONG KONG
Arrangements for Collection of New Venue Admission Ticket and Refund

The ICBC (Asia) e-Sports and Music Festival Hong Kong, presented by The Hong Kong Tourism Board (HKTB), on 4-6 August 2017 is now moved to Hong Kong Coliseum from the pre-scheduled Central Harbourfront Event Space. In view of the change of the performing venue, all tickets for 'SMTOWN SPECIAL STAGE in HONG KONG' of the ICBC (Asia) e-Sports and Music Festival Hong Kong booked through Hong Kong Ticketing on or before 25 June 2017 (**Pre-sold Ticket**) are not applicable for admission to Hong Kong Coliseum (with no Standing Zone).

Effective from 17 July 2017 (12:00 noon) to 5 August 2017 (7:00pm), ticket holders of **Pre-sold Ticket** can collect the new admission ticket of 'SMTOWN SPECIAL STAGE in HONG KONG' at Hong Kong Coliseum by the following ways.

1. Collection of the New Venue Admission Ticket

- Ticket holders of **Pre-sold Ticket** purchased through Hong Kong Ticketing by **CREDIT CARD**:
Cardholder must collect the **New Venue Admission Ticket** in Person by presenting the same payment credit card used for the purchase of the **Pre-sold Ticket** at Hong Kong Ticketing Box Offices / Tom Lee Outlets within the above period.
Signature on acknowledgement receipt is required upon ticket collection.
Please [\[click here\]](#) for locations and office hours of Box Offices and Tom Lee Outlets.
- Ticket holders of **Pre-sold Ticket** purchased through Hong Kong Ticketing by **CASH**:
Ticket holders must present the **Pre-sold Ticket** at the Hong Kong Ticketing box office at the Hong Kong Convention and Exhibition Centre to redeem the **New Venue Admission Ticket**.

The **New Venue Admission Ticket** cannot be cancelled, exchanged and refunded once collected. Lost or damaged **New Venue Admission Ticket** will not be replaced. Please keep your tickets properly.

2. Refund Arrangement

Please DO NOT collect the **New Venue Admission Ticket**. Ticket holders (both CASH & CREDIT CARD) must present the **Pre-sold Ticket** to proceed with refund application at the Hong Kong Ticketing box office at the Hong Kong Convention and Exhibition Centre within the above period. Please [\[click here\]](#) for details of Refund Arrangement.

Important Notices:

- (i) The Hong Kong Ticketing box office at the Hong Kong Convention and Exhibition Centre is open from Monday to Saturday 11am – 7pm and is closed on Sunday and Public Holiday.
- (ii) Please note that mega exhibitions will be held at the Hong Kong Convention and Exhibition Centre during the above period, crowd management measures will be implemented which may cause longer queuing time at the Hong Kong Ticketing box office for ticket redemption and refund. Please allow plenty of time if you plan to visit the Hong Kong Ticketing box office at the Hong Kong Convention and Exhibition Centre during the following dates.
 - 19-25 July 2017: HKTDC Hong Kong Book Fair
 - 28 July – 1 August 2017: 2017 – 19th Ani-Com & Games Hong Kong
 - 4-5 August 2017: The 25th International Baby/Children Products Expo and 29th Hong Kong Baby Crawling Contest
- (iii) Any refund application received after 7pm on 5 August 2017 will not be processed.

For further details of the aforesaid arrangements, starting from 12 July 2017, please visit Hong Kong Ticketing website (www.hkticketing.com) or call our Ticket Purchase Hotline +852 31 288 288 (daily from 10am to 8pm daily).

Please visit the ICBC (Asia) e-Sports and Music Festival Hong Kong website (www.emfhk.com) for more information on the ICBC (Asia) e-Sports and Music Festival Hong Kong.