

Hins Cheung x HKCO Concert (“Concert”)
Returned Tickets – Refund Application Form
(request by post)

《Terms for refund requests submitted by post》

1. Returned Tickets and Refund requests by post is open between 24 Oct 2020 to 01 Nov 2020. In case of dispute the postmark date on the envelope shall be regarded as the date of application.
2. Refunds will only be paid to holders of valid tickets for shows originally scheduled from 22 to 25 November 2019. A valid ticket is defined as an unused original ticket with its ticket stub intact.
3. The refund amount will be based on the “face value” of the returned tickets in Hong Kong Dollars. Any selling charges incurred in the purchase, such as handling charges, administration fees and/or postage/courier charges, will not be refunded.
4. The Organiser shall not be responsible for making any arrangements for reporting lost tickets. Any person who fails to provide valid admission ticket(s) (with ticket stub(s) intact) shall not be entitled to refund.
5. The organiser will pay refunds on or before 10 Dec 2020 by either of the following methods:
 - (i) The approved refund will be paid directly to the bank account as provided by the ticket holder in the request form. The designated bank account should be a Hong Kong Dollar savings or current account operated by a local licensed bank; or
 - (ii) The ticket holder may collect a cash refund in person at Emperor Entertainment (Hong Kong) Limited (Concert Division) of 28/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong, at times as stated in the notice issued by the organiser.
6. The organiser will include in the refund a one-off postage subsidy of Thirty-Five Hong Kong Dollars (HK\$35) for each refund transaction, irrespective of the sender’s postal areas and the numbers of tickets returned.
7. The organiser may use the contact details provided in the request form to seek additional information from ticket holders, where required for processing refund application. The refund relating to such tickets will be processed after 1st November 2020. It is therefore reminded to ensure that information provided in the form is accurate and complete, otherwise there may be a delay in processing refund requests if deemed eligible.
8. Holders of tickets that were redeemed or purchased via “Asia Miles” or “KKBOX” should refer to emails or announcements issued by “Asia Miles” and “KKBOX” respectively.
9. All returned unused tickets (with ticket stubs intact) will be examined by specialists appointed by the organiser. Upon verification, only authentic tickets will be accepted and refunds will be paid according to established procedures. If the information printed on the tickets was found erased or altered, or damaged, defaced or incomplete, the organiser reserves the right to refuse any refund requests.
Any counterfeit tickets if found will be reported to the police. Any person who dishonestly obtained or attempted to obtain a refund by any fraud, false statements or deception under the Theft Ordinance (Cap. 210) and by making or using a counterfeit ticket under the Crimes Ordinance (Cap. 200) commits a criminal offence liable to imprisonment. Any offender will be prosecuted. Please do not attempt to break the law.
10. The personal information collected by means of the request form will only be used for the purpose of verifying and processing refunds. Such information will be destroyed once the refund process has been completed.
11. In case of any dispute, the organiser reserves the right of final decision.

《Steps to request for a refund》

1. Please complete Part 1 of the request form: Ticket holder’s details.
2. Please complete Part 2 of the request form: Refund method.
3. Please complete Part 3 of the request form: Returned ticket details
4. Please sign the completed request form to indicate your agreement and acceptance to abide by the terms for refund requests. This form must be completed and signed, otherwise the organiser may refuse to process your refund.
5. Please send, during the said open period, (i) the completed and signed request form, together with (ii) original copies of unused tickets (with the ticket stub intact) for show dates between 22 and 25 November 2019, to the organiser at the following address:
Emperor Entertainment (Hong Kong) Limited (Concert Division)
28/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong
Please mark “Returned Tickets” on the envelope.
Enquiry: (852) 2835 4035
* Only registered letters or courier posts are accepted (delivery in person or by postage paid by addressees SHALL NOT be accepted)
6. Please ensure to retain the following for future reference (i) a copy of the completed request form (either photo copy or photo file) and (ii) a copy of the returned tickets (either photo copy or photo file, with the ticket stub intact) (front and back sides); and (iii) the receipt for registered post/courier post as proof of posting for the mail.



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Part 1: Ticket holder's details (Please complete all sections.)			
Full name of ticket holder requesting a refund: (Please write your name as on your ID card and use BLOCK LETTERS)	(Chinese)	(English)	
	Hong Kong Identification Card No.: (Last 4 digits or alphabets)	X X X X _ _ _ ()	For regions outside Hong Kong
ID card / Passport No.: (Last 4 digits or alphabets)			
Place of issuing authority:			
Contact phone number:	(+)	Email:	

Part 2: Refund method (Please tick "✓" to indicate your choice)			
<input type="checkbox"/>	To collect a cash refund in person at Emperor Entertainment (Hong Kong) Limited (Concert Division) of 28/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong. Office hours: Monday – Friday 11:00 am to 6:00 pm (except public holidays)		
<input type="checkbox"/>	To be paid to designated bank account		
	Name of bank in Hong Kong :	Bank Code:	
	Designated bank account number:	(Must be HKD savings / current account operated by a local licensed bank)	
	Name of bank account holder:	(Must be filled out in ENGLISH BLOCK LETTERS)	
Please note: If the account holder's name is not the same as the ticket holder's name, the ticket holder submitting the refund request shall be deemed to have confirmed and authorised the organiser to deposit the refund to the designated bank account, and confirmed that once the organiser has deposited the refund amount accordingly, the organizer will be deemed to have fulfilled its payment obligations. The organizer will not be responsible for any dispute arises between the ticket holder and the bank account holder.			

Part 3: Returned ticket details				
Ticket date	Ticket price	Quantity	Gate / Section / Row / Seat (example: Blue / 54 / 21 / 90-91)	Total (HK\$)
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
Total:			Total:	HK\$

I declare that I am the legal holder of the tickets specified above and the above information provided by me is true and accurate. My acceptance of the refund constitutes a full and final settlement of all claims that may arise in relation to the cancellation of the Concert. By signing below, I agree to and accept all the above refund terms.

Signature of the Ticket Holder: _____

Date: _____