

## Ticket\_Terms & Conditions

Update as at 16 Aug 2017

### **Terms & Conditions**

Please read and understand the following terms and conditions as they are binding for all ticket purchases.

#### **Ticket purchase terms**

1. Ticket to admission for Events are sold in the form of physical ticket which can be collected during on site sale by Yi Pin Studio or authorised seller or at Redemption Counter during the event day. Time will be advised. No delivery service provided for the time being.
2. Upon confirmation payment, Ticket(s) consider sold. No exchange of Tickets will be made under any circumstances and Tickets are not transferable.
3. Tickets you purchase are for personal use. Ticket(s) not for re-sell or transfer (or seek to re-sell or transfer) the tickets in breach of the applicable terms. A breach of this condition will entitle Yi Pin Studio to cancel the tickets without prior notification, refund, compensation or liability.
4. Yi Pin Studio may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we suspect fraud we may cancel any order or tickets.
5. An order for tickets is not complete until accepted by Yi Pin Studio. We try to ensure all prices are accurate but errors may occur. If we discover an error in the price of tickets you have ordered we will inform you as soon as possible and we may either cancel the order (in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid) or give you the option of confirming your order at the correct price.
6. Whilst Yi Pin Studio allocate specific seats to you we have the right to change these seats to others of equal value.
7. On rare occasions the show or event may be filmed or recorded. Buying a ticket affirms your consent to the filming and sound recording of yourself as a member of the audience. If you have any objection, should this happen when you attend a show or event, please contact a member of Yi Pin Studio at site.
8. Upon confirmation of your order for Tickets, no refund on Tickets will be made under any circumstances except pursuant to Condition below.
  - If a Service is postponed or canceled, a Postponement Publicity Notice(s) or a Cancellation Publicity Notice(s) respectively shall be placed in the media by Yi Pin Studio.
9. The Ticket Holder voluntarily assumes all risk and danger incidental to the Services and Venue whether occurring prior to, during or subsequent to the actual Services or your presence at the Venue, including any death, personal injury, loss, damage or liability.
10. Purchasers of Tickets who are under 18 years of age should seek parental consent before purchasing Tickets/merchandises from our website. By transacting on our website, you certify that you are at least 18 years of age and you understand these Terms and Conditions.
11. We reserve the right to cancel Tickets which we reasonably suspect to have been acquired fraudulently.

12. For safety purposes, Yi Pin Studio may restricted availability or allow a maximum number of Tickets per purchaser. These restrictions are indicated in the Event information. If you order Tickets in breach of these restrictions or in excess of the maximum allowed Yi Pin Studio reserve the right to cancel your purchase.
13. Tickets for Events may be available through other outlets and box offices. The number of Tickets available on this Website only reflects the remaining allocation, which is controlled by Yi Pin Studio, and not the total tickets remaining for the Event itself.
14. We reserve the right to terminate your access to the Website and/or your Purchase immediately and without notice and invalidate your Ticket so that you will be refused entry at the venue if you breach any provision of these terms and conditions.

### **Delivery and Collection**

15. Yi Pin Studio will advise the Ticket collection place and buyer has to present them-self for collection or for on-behalf collection, the individual have to bring supporting document (such as purchase reference number or copy NRIC) as identification. Other identification or letters authorising collection may not be accepted and the tickets may be withheld by Yi Pin Studio.
16. Always check your tickets upon receipt and advise us promptly of any errors. Mistakes when purchasing cannot always be corrected and any corrections are discretionary.

### **Cancellation Rights and Refunds**

17. If the event takes place but you do not receive the tickets you have purchased for any of following reasons you will be refunded the face value of the ticket that you have paid:
  - a. No arrangements are made for the tickets to be available for collection.
  - b. Cancellation, change or postponement of an event and you decide not to retain your Ticket for the rescheduled Event.
  - c. Details of an Event are significantly changed after an order is placed (significant changes being a change of headline act or venue).
18. If you wish to request refund as per (a.), (b.) and (c.) occurred, please notify Yi Pin Studio as soon as possible and no later than 5.00pm on the working day before the original date of the Event. If we have only notified you on the original date of the day of the Event, you must notify us as soon as possible, and no later than the opening time on the original date of the Event.
19. If you don't notify Yi Pin Studio that you wish to obtain a refund, or you do not notify Yi Pin Studio within the times set out above, you will be deemed to have chosen to retain your Ticket and you will not be entitled to a refund or the booking fee or to any other compensation whatsoever.
20. Whenever for the items (a.), (b.) and (c.) occurred, Yi Pin Studio will contact you as soon as possible by email using the details you have supplied in the My Account section of the Website. If you do not receive this notification because you have not updated the email address that Yi Pin Studio hold in your account, Yi Pin Studio cannot be held liable inclusive if the email address be configured in such a way to block or divert into spam or junk folders any emails Yi Pin Studio send to your email address.
21. In the case of a refund the face value of the Ticket will be credited to you via the payment method used for the original transaction within 30 days of the original date of the event or the date that Yi Pin Studio receive your returned tickets, whichever is later. If this process

fails then Ticket Holder will required to make self-collection at the allocated venue and time by Yi Pin Studio.

22. If for any reason you are entitled to a refund, in most cases you must return any tickets you have.
23. Tickets should be returned (with copy of the email or letter entitling you to a refund, or a covering note containing your order reference number and contact information) to the specified address by registered post (or an equivalent secure postal method). Please note that the return postage cost is non-refundable.
24. No refunds will be offered under any circumstances if you fail to comply with the all terms and conditions applicable to those tickets, the venue or the event.
25. No duplicate ticket(s) will be issued to replace tickets that have been lost or stolen after the ticket(s) has been collected, and nor will such tickets be refunded.
26. You should always check that an event is going ahead at the scheduled date, time and venue.
27. All Ticket(s) must be collected within the time periods. No refunds will be made for uncollected Tickets.
28. Yi Pin Studio reserves the right without refund or compensation to refuse admission/evict any person(s) whose conduct is disorderly or inappropriate or who poses a threat to security, or to the enjoyment of the Services by others.

#### **Privacy Policy**

29. Privacy Statement
  - i. For your information, the Yi Pin Studio is committed to respecting your privacy. Personal information that the the Yi Pin Studio data collect is used to stay in touch and manage the programme(s).
  - ii. With acceptance of ticket purchase, the payee agrees that he/she can be contacted by Yi Pin Studio office to receive occasionally information about the programme, benefits and special offers.
  - iii. Unauthorised reproduction, sale or re-sale of any portion of this purchased ticket is illegal.
  - iv. In case of any dispute, the ticket use for admission will void immediately upon the Yi Pin Studio jurisdiction.

#### **Others**

30. Entry will be refused if Ticket(s) have not been purchased from Yi Pin Studio or other authorised points of sale.
31. Infants in arms or children without Tickets will not be admitted unless otherwise stated in Service(s) advertisements or announcement.
32. The Ticket Holder agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances and recording devices.
33. Laser pens, mobile phones, animals and Ticket holder's own food may also be prohibited from the venue.
34. You and all other Ticket holders in your party must comply with all relevant statutes, safety announcements and venue regulations whilst attending the Event. The following points

apply in general: the Yi Pin Studio, venue management. If you breach those terms, conditions or rules then the Yi Pin Studio or venue operator may refuse admission or require you or other ticket holders to leave the venue.

35. The right to admission to an Event is reserved by Yi Pin Studio and Event venue, who may take health and safety, environmental and security concerns into account, and may carry out security searches. Yi Pin Studio are unable to offer you a refund if you are refused entry to or ejected from a venue on account of being under age (or appearing to be underage and failing to provide proof of age), declining to be searched, abusive, threatening, drunken, or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings. In cases of Events where prompt arrival is required, late arrival may also result in refusal of entry.
36. Before you finalise your purchase(s), please read all the information that applies to the event and/or ticket. If you or any member of your party has particular requirements please raise these when booking and we will endeavour to address your query. There can be no guarantee that requirements can be met if notified at the event.
37. When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.
38. No photography, audio or video recording is allowed during the Services unless otherwise stated by Yi Pin Studio.
39. Yi Pin Studio may add, withdraw or substitute artistes and/or vary advertised programmes, Service times, seating arrangements and audience capacity without prior notice.
40. Yi Pin Studio may postpone, cancel, interrupt or stop the Services due to adverse weather, dangerous situations, or any other causes beyond his reasonable control.

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