

**“FWD Presents AGA Gaia Live” (the “Concert”) BEA Credit Card Priority Booking Terms and Conditions:**

1. The priority booking service (the “Service”) only applies to cardholders of a valid BEA Credit Card (“Eligible Cards”). The BEA JCB PLATINUM Card is excluded. UnionPay Dual Currency PLATINUM Credit Card does not apply to hotline orders. Cardholders are required to settle payment in full with Eligible Cards in order to enjoy the Offer.
2. The priority booking period for Eligible Cards is from 10am on 24<sup>th</sup> November, 2021 to 11:59pm on 26<sup>th</sup> November, 2021 or while stocks last. During the priority booking period, Cardholders can make priority booking through Cityline website [www.cityline.com](http://www.cityline.com). Hotline open daily from 10:00 am to 8:00 pm.
3. A maximum of 6 tickets are allowed to purchase per performance. 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 purchasing 2 tickets or above, 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.
5. Cityline Hong Kong Limited (“Cityline”) will charge a HK\$32 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 Delivery Fee, the Customer Service Fee and the Handling /Administration Fee are non-refundable under whatever circumstances.
6. Ticket(s) will be delivered to customer’s designated Hong Kong address via courier services, each delivery is limited to 6 tickets per transaction. Customers should ensure that the delivery address/information is correct. The Show Organiser and Cityline are not responsible for undelivered tickets due to wrong or incomplete delivery address/information.
7. If tickets are not delivered 7 days before the show day, please contact Cityline for assistance by email: [cs@cityline.com](mailto:cs@cityline.com) or by phone: (852) 2314 4228 (Monday to Sunday 10am-8pm).
8. 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.
9. Tickets cannot be cancelled, refunded, or altered once purchased nor resale. 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 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 ticket (with ticket stub intact) for the Concert.

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10. Ticket booking, delivery, and re-issuance are subject to the terms and conditions of Cityline.
11. The Concert is organised by Universal Music Limited (the “Organiser”), while the Priority Booking Service is provided by Cityline. The Bank of East Asia, Limited (“BEA”) makes no representation or guarantee as to the quality and availability of the Service provided by Cityline and the Concert organised by the Organiser, or the information provided by Cityline and the Organiser. BEA shall not be liable for any matters arising from or in connection with the 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 or the Organiser.
12. 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. If Cityline arranges a refund, the refund shall be made to the Cardholder who purchased the tickets. Refund relating to the priority booking service provided hereunder shall be arranged by Cityline. The Organiser and BEA shall not in any event be responsible for any obligations and liabilities in relation to such refund.
13. 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 BEA are not involved in any part of such data collection and usage. Please contact Cityline for relevant details.
14. No person other than the cardholder or BEA 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.
15. BEA, Cityline, and the Organiser reserve the sole right to vary or cancel the Priority Booking Service and/or amend or alter these Terms and Conditions at any time with appropriate notice. In the event of any dispute, the decision of BEA, Cityline, and the Organiser shall be final and conclusive.
16. Please read all of the terms and conditions contained herein (“T&Cs”) carefully. It is the Ticket purchaser’s responsibility to read and understand the T&Cs 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 the T&Cs. 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.

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