



Hins Cheung x HKCO Concert
Concerts on 22nd November 2020 and 25th November 2020
will be held as scheduled
Notice of Special Arrangement on Ticket Exchange or Refund
to tie in with the preventive measure on special seating
arrangement of performance venue

In view of the latest development of the COVID-19 The Hong Kong Coliseum was opened for performances or activities with live audience on 1st October, Special seating arrangement on limiting the number of audience members to half of the original capacity and consecutive seats to four in an evenly distributed manner is implemented.

To tie in with the preventive measures of the Hong Kong Coliseum, it is difficult for the Organizer to arrange seating for audience with the original allocation for attending the rescheduled performance(s) (i.e. 22nd November 2019 - 25th November 2019) and all seats must be rearranged and the tickets of rescheduled performance(s) tickets must be re-issued. Therefore, the audience who would like to attend the rescheduled performance(s) must use the new tickets for admission. Ticket holders with the original valid ticket(s) (with ticket stub(s) intact) of the <Hins Cheung x HKCO Concert> originally scheduled to take place on 22nd November 2019 - 25th November 2019 in the Hong Kong Coliseum (the “Original Concert”) have the following options:-

(A) Opt for attending the rescheduled concert(s)

Audience who had previously registered for rescheduled concert(s) is not required to re-register. For audience who had yet to do so, please visit <http://bit.ly/HinsConcertRescheduled> during 24th October 2020 - 1st November 2020 and complete the “Application Form for Rescheduled Concert Ticket” and send it by email or post (the postmark date on the envelope will be regarded as the date of application) to the Organizer on or before 1st November 2020. Applicants are required to keep the original valid admission ticket(s) (with ticket stub(s) intact) for ticket exchange. The Organizer will send a confirmation email / SMS about the seat rearrangement during 2nd November 2020 - 13th November 2020 to the email address provided in the Application Form. Audience, upon receiving the confirmation email, must exchange the ticket(s) for rescheduled performance(s) within the specified

period as below:

FOR TICKET EXCHANGE OF ALL RESCHEDULED PERFORMANCE(S)

Date: 15th November 2020 - 21st November 2020

Time: From 11 a.m. to 8 p.m.

Venue: Hong Kong Coliseum, Piazza

(exact details shall be confirmed by the Organizer in the confirmation email)

FOR TICKET EXCHANGE FOR RESCHEDULED PERFORMANCE OF THE DAY ONLY

Date: 22nd November 2020 - 25th November 2020

Time: From 11 a.m. to 6 p.m.

Venue: Hong Kong Coliseum, Piazza

(exact details shall be confirmed by the Organizer in the confirmation email)

✧ To keep appropriate social distancing and to avoid over congestion causing a longer queuing time, the Organizer would like to solicit audience's cooperation to have ticket exchange for rescheduled performance(s) at the Hong Kong Coliseum as earliest as possible. As a token of thanks, audience who exchanges ticket(s) during 15th November 2020 - 21st November 2020 will be given a complimentary set of Hins Cheung's limited edition postcard for each exchanged ticket.

To minimize the impact on the audience, the Organizer will try its endeavor to allocate new seating according to the original seats, for example, same date, row, consecutive seats, etc.. Due to the implementation of preventive measure, some audience shall be re-allocated to other rows in the same price zone. If you do not accept the new reallocation arrangement of the Organizer, please follow the ticket(s) refund procedure in part B hereunder and submit such refund application by 1st November 2020. Please note:

- ✧ Audience must bring the confirmation email or SMS as well as original valid admission ticket(s) (with ticket stub(s) intact) in order to exchange the new rescheduled performance(s) ticket(s).
- ✧ The Organizer reserves the right of final decision on ticket exchange arrangement and date, allocation of seats, etc.

In view of the latest situation of COVID-19 and to reduce health risks of venue users, the Hong Kong Coliseum has adopted the following precautionary measures:

1. All users must wear their own masks upon entry of venue and must go through temperature screening upon entering the venue. Those with fever, respiratory symptoms or sudden loss of taste/smell should refrain from using the venue facilities and seek medical assistance immediately. All users must wear their own masks throughout their stay at the facilities.
2. All users should observe hand hygiene (i.e. wash hands with liquid soap and water properly, or clean hands by rubbing with 70-80% alcohol-based handrub when hands are not visibly soiled).
3. All users should avoid sharing of items.
4. All users should maintain appropriate social distancing in common areas.
5. No eating or drinking at the Arena.

(B) Opt for refund

Audience with the original valid admission ticket(s) (with ticket stub(s) intact) can apply for refund during 24th October 2020 - 1st November 2020. The Organizer shall process the refund applications as soon as possible and refund to the audience no later than 10th December 2020.

Audience is required to submit the “Final Stage – Returned Tickets – Ticket Refund Application Form” (“Refund Application Form”) from <http://bit.ly/HinsConcertRefund> within the refund period and follow the terms and conditions indicated in the Ticket Refund Application Form.

Ticket holder can apply for refund from 24rd October 2020 to 1st November 2020. Ticket holder must send the original valid admission ticket(s) (with ticket stub(s) intact) of the Original Concert together with the completed Refund Application Form and send it by post to the Organizer within the refund period (the postmark date on the envelope will be regarded as the date of application):

Correspondence address of the Organizer:

Emperor Entertainment (Hong Kong) Limited (Concert Department)
28/F, Emperor Group Centre, 288 Hennessy Road, Wanchai, Hong Kong

*Please specify <Refund for Concert Tickets> on the envelope

- ✧ The Organizer will not provide any lost ticket replacement arrangement. Ticket holder will not be refunded if no valid ticket(s) (with ticket stub(s)) can be presented.
- ✧ If you have any enquiries, please contact the Organizer hotline at (852) 28354035 during office hours (Monday to Friday 10 a.m. to 6 p.m., except public holidays) or email to concert1@emperorgroup.com.

Warm Reminder: Audience who have not Collected Admission Ticket(s)

For audience who had yet to collect their ticket(s) of the Original Concert, please collect the ticket(s) from Cityline Ticket Dispensing Machines before submitting the refund application or ticket exchange. Please complete the registration, exchange of rescheduled performance(s) ticket or refund before the deadline of the aforementioned refund period. Please feel free to contact the Organizer if you have any enquiries.

Additional Concert Arrangements

In view of the special seating arrangement being implemented, the Organizer will arrange 2 additional concerts (on 26th November 2020 and 27th November 2020) to cater for the demand from the affected audience. Limited number of tickets will be available for public sale on 10th November 2020 via URBTIX. Please pay attention to the announcement of URBTIX for details.

The Organizer continues to keep a close eye on the development of COVID-19 and will announce if there is any update. Please pay attention to the Organizer's official website and Facebook Page.

Best Regards,

The Organizer: Emperor Entertainment Group

EEG's official Website: eeg.zone

EEG's Facebook page: www.facebook.com/eegmusicchk

EEG's 冤枉娛樂 Facebook Page: www.facebook.com/yuenwrong

*The English version is for reference only. In case of discrepancy between the English version and the Chinese version in respect of all or any part of the contents in this Notice, the Chinese version shall prevail.