

My Love Andy Lau World Tour - Hong Kong 2020 < 2018 Re-scheduled Concert - Ticket Exchange >

(Mobile version registration steps for AWC members)

1 Please read the registration process carefully

My Love Andy Lau World Tour - Hong Kong 2020
[2018 Re-scheduled Concert - Tickets Exchange Registration]
"AWC" Members Special Zone

Tickets Exchange Registration Period: 3 June 2019 at 12 noon to 9 August 2019 at 12 noon

Ticket Exchange Registration - Terms & Conditions

- Ticket holders of the cancelled concerts who have not obtained a refund from Focus Entertainment Limited ("the former concert organizer") may register to exchange their ticket(s) for the rescheduled concert. All rights in and to the ticket exchange will be for the same price, same quantity, and same seat(s) of the original ticket(s). The dates of the rescheduled concerts have been designated by Topman Global Limited ("the new concert organizer"). All complimentary ticket(s) with a face value of HK\$0.0 are not subject to exchange;

Notes:

- 28th December 2018 ticket(s) - without stubs; 29th December 2018 to 3rd January 2019 tickets - with stubs intact.
- If you have lost your ticket, please upload the "Report Lost of Tickets Letter" issued by Focus Entertainment Ltd/Cityline/Urbtix. Upon collection of the new ticket(s) for the rescheduled concert, you must present the original copy of such letter and a valid identification document (showing the name and identification number specified on the letter) for verification.
- If you have not collected the original ticket(s), you must upload the "Online Confirmation Letter" issued by Cityline via email. Upon collection of the new ticket(s), you must provide an electronic or printed version of this letter for verification.

I agree to and accept all the above ticket exchange registration Terms and Conditions. My acceptance of the ticket exchange constitutes a full and final settlement of all claims that may arise in relation to the cancellation of the Concert.

[Register](#)

2 Member sign in

Members Sign In

- Please enter the membership number and email address or mobile phone number registered at AWC.
- Press "Send Verification Code", the one-off "verification code" will be sent to your email address or to your mobile phone by SMS.
- Enter the one-off "verification code" and then press "Members Sign In"

(Example)
Membership Number **AWCAL00000**

Email Address
 Mobile Phone Number

[Send Verification Code](#)

3 Member information check

1 2 3 4
Member Information Ticket Info Upload Ticket Photo Confirmation

Member Name

International Calling Codes

Mobile Phone Number

Email Address

A letter of receipt will be sent to this email address. If you do not receive, please check your junk/spam email folder.

[Next](#)

4 Enter ticket information

(1) Click on the date of the concert
(2) Enter ticket information (section/row/seat)
(3) Click "Confirm"

Pls follow the process, enter the information once per ticket. Until submit all the ticket information, click "Next" to confirm.

1 2 3 4
Member Information Ticket Info Upload Ticket Photo Confirmation

Ticket Info (a maximum of 20 tickets per member)

Please select: Date of concert on original ticket

2018-12-28 2018-12-29 2018-12-30
2018-12-31 2019-01-01 2019-01-02
2019-01-03

Please enter each ticket information required for exchange, one ticket in a row.
If you have tickets for different dates, please complete entry of ticket information for one date, and press "Confirm", then enter ticket information for another date

Sample of entering tickets information :
General seats: Section 40 Row 21 Seat 80
Wheelchairs platforms seats :
Section WP10 Row N/A Seat 11
Section WP10 Row WCHU or WCHM Seat N/A

Concert Date

Section

Row

Seat

[Add New Row](#) [Confirm](#)

Ticket(Concert Date/Section/Row/Seat)

Please add ticket

Total No. of Tickets: 0 pcs

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5 Upload Ticket Photo

(1) Click "+"
(2) Select photo

Click "+" to upload the next photo. Until you submit all the ticket photos, click "Next" to confirm.

1 2 3 4
Member Information Ticket Info Upload Ticket Photo Confirmation

Please press "+" to either
- upload the front of the ticket photos files (applicable to both web and mobile devices) or
- take a photo of the front of the ticket and upload (applicable to mobile devices only)

The photo must clearly show each complete ticket (see Notes 1-3) and all the information printed on each ticket.

Notes:

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- If you have lost your ticket, please upload the "Report Lost of Tickets Letter" issued by Focus Entertainment Ltd/Cityline/Urbtix. Upon collection of the new ticket(s) for the rescheduled concert, you must present the original copy of such letter and a valid identification document (showing the name and identification number specified on the letter) for verification.
- If you have not collected the original ticket(s), you must upload the "Online Confirmation Letter" issued by Cityline via email. Upon collection of the new ticket(s), you must provide an electronic or printed version of this letter for verification.

Acceptable File Format:
- Max 5 photo files, each photo includes no more than 4 tickets image
- Image type: JPEG, JPG, PNG
- Image size: at least 1500px (w) x 1500px (H)

+

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6 Check all submissions

Each member is only allowed to submit once, please be sure to check carefully.

1 2 3 4
Member Information Ticket Info Upload Ticket Photo Confirmation


Personal Data

Membership Number **AWCAL00000**

Member Name
Mobile Phone Number
Email Address

Concert Date	Section	Row	Seat
2018-12-28	40	21	80
2018-12-28	40	21	81

Total No. of Tickets: 2 pcs



[Back](#) [Confirm](#)

7 Registration completed

A letter of receipt will be sent to your email address

If you do not receive, please check the junk/spam email folder.