

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

## (Mobile version registration steps for AWC members)

### 1 登録手順を 注意深くお読みください

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 会員ログイン

**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"

(例)  
Membership Number **AWCAL00000**

Email Address  
 Mobile Phone Number

[Send Verification Code](#)

### 3 会員データを照合

1 Member Information
2 Ticket Info
3 Upload Ticket Photo
4 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 チケットのデータを入力

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

(1) チケットの公演日を選択  
(2) チケットのデータ (セクション/列/座席)を入力  
(3) 「確認」をクリック  
上記の手順に従い、チケット1枚につき1度だけデータを入力し、すべてのチケットのデータを送信したら「次へ」をクリックして確認

**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

[Back](#) [Next](#)

### 5 チケットの写真をアップロード

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

(1) 「+」をクリック  
(2) 写真を選択「+」

をクリックし次の写真をアップロードし、すべてのチケットの写真を送信したら「次へ」をクリックし確認

1 Member Information
2 Ticket Info
3 Upload Ticket Photo
4 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:**

- 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.

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)

+

[Back](#) [Next](#)

### 6 提出するすべてのデータを照合

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

会員様おひとりにつきデータ送信は1回のみですので、慎重に照合してください！

1 Member Information
2 Ticket Info
3 Upload Ticket Photo
4 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 登録手順完了 確認メールをチェック

あなたが電子メールを受け取らないならば、スパムボックスをチェックしてください