



## Terms and Conditions for Exclusive Priority Booking for ComplexCon HK 2025 (the 'Event')

### When can you enjoy the offer

1. The promotional period for the offer is from 10 February 2025 (4:00pm) to 11 February 2025 (11:59pm), based on Hong Kong time or until all the tickets are sold (whichever is earlier) (the 'Promotional Period').

### What is the offer and details of the Event

2. During the Promotional Period, you can enjoy exclusive priority booking for the Event when you use an Eligible Credit Card or Debit Card (as defined below) for ticket purchase at the Designated Platform (as defined below):

<b>Date of Event</b>	21 to 23 March 2025
<b>Venue</b>	Asia World Expo
<b>Single-day Ticket Price</b>	HK\$1,788 / HK\$1,388 / HK\$988
<b>Ticket Benefits</b>	<ul style="list-style-type: none"><li>• COMPLEX LIVE! Concert</li><li>• Same day MARKETPLACE admission</li></ul>
<b>Designated Platform</b>	<p>Cityline</p> <p><u>Ticketing Channel</u></p> <ul style="list-style-type: none"><li>• Online Booking: <a href="https://priority.cityline.com/">https://priority.cityline.com/</a> or Cityline App</li></ul> <p><u>Enquiry Channel</u></p> <ul style="list-style-type: none"><li>• Customer Service Hotline: 3761 6688 (Monday to Friday from 10:00am to 7:00pm, except public holidays in Hong Kong)</li><li>• Customer Service Email: <a href="mailto:cs@cityline.com">cs@cityline.com</a></li></ul>
<b>Maximum number of tickets to be purchased</b>	6 for each Eligible Credit Card or Debit Card.

<b>Organiser of the Event</b>	Complex Chinese  <u>Organiser Ticketing Terms and Conditions</u> <a href="http://www.complexconhk.com/ticketing-terms-and-conditions">www.complexconhk.com/ticketing-terms-and-conditions</a>
<b>Customer service fee</b>	HK\$55 for each ticket purchased
<b>Ticket format</b>	Electronic
<b>Age and height restriction</b>	<u>COMPLEX LIVE! Concert</u>  <ul style="list-style-type: none"> <li>• None for seated zone.</li> <li>• Persons aged 12 or above and with a height of no less than 140 cm are permitted for the standing zone.</li> </ul> <u>MARKETPLACE</u>  <ul style="list-style-type: none"> <li>• None.</li> </ul>

3. All successful purchasers of priority booking tickets will receive a confirmation email and the relevant ticket(s) issued by the Designated Platform after booking is completed. Cardholders who have not received any order confirmation email after the order is confirmed should contact the Designated Platform by calling their Customer Service Hotline or by email to their Customer Service Email.
4. You should ensure that the email address/information as provided is correct. No amendments of email address/information following a successful priority booking ticket purchase are permitted. Neither the Organiser nor the Designated Platform shall be responsible for tickets that are not delivered due to wrong or incomplete email address/information being provided. All relevant ticketing fees or services fees paid including but not limited to the customer service fee, administration fee and courier fee (if applicable) are non-refundable under any circumstances.

### **How can you enjoy the offer**

5. You can enjoy the offer if:
  - a. you hold an Eligible Credit Card or Debit Card and your corresponding credit card or debit card account is valid and in good standing during the Promotional Period; and
  - b. you settle the whole payment for your ticket purchase by the Eligible Credit Card or Debit Card during the Promotional Period; and

### **Read before you enjoy the offer**

6. Each of the primary cardholder and any additional cardholder(s) under the same Eligible Credit Card or Debit Card account can enjoy the offer using their own Eligible Credit Card or Debit Card.

7. Tickets are limited and will be made available on a 'first-come-first-served' basis and only while stocks last.
8. Seating will be allocated by the Designated Platform in sequence based on the date and time of the transaction according to the record held with the Designated Platform. The Event is marked seating in relation to the seated zone for Complex Live Concert. Seat numbers will be displayed in shopping cart before payment. No seat selection is available. For purchases of 2 tickets or above, the Designated Platform reserves the right to arrange separate seats (including allocation of seats in odd numbers and/or non-adjacent seating). The ticket purchaser and ticket holder(s) shall accept the seating allocation without question.
9. Tickets are valid only for the specified dates, times, zone and seats (if applicable) as printed on them.
10. If any ticket is lost, defaced or stolen, neither the Organiser nor the Designated Platform will reissue or replace the ticket, and neither the Organiser nor the Designated Platform will bear any responsibility.
11. No refund, cancellation or amendment will be allowed once the tickets are purchased. Any form of resale of tickets is strictly prohibited.
12. Upon the transaction for the priority booking ticket purchase being completed, the total price payable for the ticket(s), the customer service fee of the Designated Platform and the courier service fee and administration fee (if applicable) will be debited instantly from your Eligible Credit Card or Debit Card account. The amount debited is not refundable, and the transaction is valid only if the account has sufficient available credit.
13. Each ticket admits one person only. A valid ticket must be provided at the Venue for admission to the Event. Person(s) attending the Event maybe subject to house rules of the Organiser. For details, please contact the Organiser separately.
14. The offer cannot be used in conjunction with any other offers, promotions, or discounts.
15. The Event is organised by the Organiser. All information and services in relation to the Event are supplied directly by the Organiser who is solely responsible for all obligations and liabilities related to the Event. We do not accept any liability whatsoever in connection with the Event.
16. If the Event is cancelled or postponed, the Organiser is responsible for the relevant event arrangements and reserves the right to reschedule the Event. The Organiser reserves the right to reduce the number of seats, cancel, or postpone the Event.
17. The Organiser reserves the right to change the Event programme without prior notice.

18. The booking service in respect of tickets to the Event is provided by the Designated Platform. The use of the booking service to purchase tickets is subject to the terms and conditions prescribed by the Designated Platform. We disclaim any liability whatsoever in relation thereto.
19. We, the Organiser, and the Designated Platform reserve the right to suspend, revise or terminate the promotion, and the offer made in connection with it, at any time and to amend the terms and conditions thereof from time to time without prior notice.
20. We can change or cancel the offer or amend these terms and conditions at any time without prior notice. Please check our social media platforms for the latest promotional details, priority booking period, ticket price, and terms and conditions of the offer.
21. In case of any dispute arising out of this promotion, or the offer made in connection with it, the decision of us, the Organiser, and/or the Designated Platform shall be final and conclusive.
22. These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region ('Hong Kong'). In the event of any discrepancy or inconsistency between the English version and the Chinese version of the promotional materials and these terms and conditions, the English version shall prevail.

### **What these terms mean**

23. **'Eligible Credit Card or Debit Card'** means any Hong Kong Dollar personal primary, combined additional, separate additional credit cards, UnionPay Dual Currency credit cards (applicable to Hong Kong Dollar sub-account only) or Mastercard® debit card issued by The Hongkong and Shanghai Banking Corporation Limited in Hong Kong (and its successors and assigns).
24. **'We'** refers to The Hongkong and Shanghai Banking Corporation Limited (and its successors and assigns).

To borrow or not to borrow? Borrow only if you can repay!

Issued by The Hongkong and Shanghai Banking Corporation Limited

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