

Frequently Asked Questions (FAQs)

WATERBOMB SINGAPORE 2024

No.	Question	Answer
1	There is an announcement that WATERBOMB will be held in Singapore & UOB is one of the sponsors. Is this true?	Yes, WATERBOMB is a water music festival and it's the first time it is held in Singapore. UOB is one of the sponsors and is the Presenting Sponsor .
2	I do not see any communication from UOB relating to the announcement. Why is that so?	UOB will be announcing our partnership through various communication channels. Please visit go.uob.com/WaterbombSG2024MY for more details & information.
3	When and where will it be held?	WATERBOMB SINGAPORE 2024 will be held at Siloso Beach, Sentosa, on 24 and 25 August 2024.
4	Who are the Korean artists lined up at the WATERBOMB SINGAPORE 2024?	Please follow UOB Malaysia Facebook page or @UOBMY Instagram for more details.
5	As the Presenting Sponsor, UOB will be offering pre-sale for Early Bird and Standard Tickets. What does "pre-sale" entitles me to?	UOB Cardmembers and Citi-branded Cardmembers have priority access to purchase the WATERBOMB SINGAPORE 2024 tickets before tickets sale is opened to the general public during early bird and standard tickets sales. <i>The trademarks "Citi", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by United Overseas Bank (Malaysia) Bhd, United Overseas Bank (Thai) PCL and United Overseas Bank (Vietnam) Limited from Citigroup Inc and related group entities.</i>
6	What are the privileges for UOB Cardmembers?	UOB Cardmembers and Citi-branded Cardmembers are entitled to: <ul style="list-style-type: none"> • UOB Priority Early Bird Presale : Thursday, 2 May, 10AM to 11.59AM (Singapore time) • UOB Early Bird Presale : Thursday, 2 May, 12PM to 11.59PM (Singapore time) • UOB Priority Standard Tickets Presale : Thursday, 9 May, 10AM to 11.59AM (Singapore time) • UOB Standard Tickets Presale : Thursday, 9 May, 12PM to 11.59PM (Singapore time)



No.	Question	Answer
		<p><i>*Limited tickets available. No pre-registration required.</i></p> <p><i>The trademarks "Citi", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by United Overseas Bank (Malaysia) Bhd , United Overseas Bank (Thai) PCL and United Overseas Bank (Vietnam) Limited from Citigroup Inc and related group entities.</i></p>
7	Is this open to all UOB Cards?	<p>The UOB Early Bird Presale and UOB Standard Tickets Presale are applicable for the following UOB Visa & Mastercard Credit & Debit Cards:</p> <ul style="list-style-type: none"> • UOB Visa & Mastercard Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia) • UOB Visa & Mastercard Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand) • Citi-branded Visa & Mastercard Credit Cards issued in Malaysia, Thailand or Vietnam • Citi-branded Visa & Mastercard Debit Cards issued in Malaysia, Thailand or Vietnam <p><i>The trademarks "Citi", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by United Overseas Bank (Malaysia) Bhd , United Overseas Bank (Thai) PCL and United Overseas Bank (Vietnam) Limited from Citigroup Inc and related group entities.</i></p>
8	Who is eligible for the "UOB Priority Presale"?	<p>UOB Priority Early Bird Presale and UOB Priority Standard Tickets Presale is only applicable for UOB Cardmembers with the following eligible UOB Cards:</p> <ul style="list-style-type: none"> • Singapore : Reserve, Visa Infinite Metal, Visa Infinite Privilege Banking, Visa Infinite, Lady's Solitaire Metal, Regal World Elite Business • Malaysia : Visa Infinite, Zenith, Lady's Solitaire • Thailand : Reserve, Visa Infinite, Zenith, Ultima, Prestige • Indonesia : PremierMiles/PRIVI Miles, Prestige, Garuda Indonesia

No.	Question	Answer
9	Will I be able to use my UOB card issued out of Singapore to purchase the tickets?	<p>The UOB Early Bird Presale and UOB Standard Tickets Presale are applicable for the following UOB Visa & Mastercard Credit & Debit Cards:</p> <ul style="list-style-type: none"> • UOB Visa & Mastercard Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia); • UOB Visa & Mastercard Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand); • Citi-branded Visa & Mastercard Credit Cards issued in Malaysia, Thailand or Vietnam; • Citi-branded Visa & Mastercard Debit Cards issued in Malaysia, Thailand or Vietnam <p><i>The trademarks "Citi", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under licence by United Overseas Bank (Malaysia) Bhd, United Overseas Bank (Thai) PCL and United Overseas Bank (Vietnam) Limited from Citigroup Inc and related group entities.</i></p>
10	I hold a UOB Debit Card issued in Indonesia, will I be able to purchase the tickets on KKday website?	UOB Debit Card issued in Indonesia is unable to perform online purchases.
11	I hold a UOB Napas Card issued in Vietnam, will I be able to purchase the tickets on KKday website?	UOB Napas Card issued in Vietnam is unable to perform overseas online purchases.
12	Is there any discount on the tickets if payment made with UOB Cards?	There is no discount on tickets made with UOB Cards.
13	Can I purchase the tickets with any other credit or debit cards?	To be entitled for the UOB Early Bird Presale and UOB Standard Tickets Presale, payment must be made with the eligible UOB Credit / Debit Cards.
14	Can UOB reserve tickets for me?	UOB does not hold any additional tickets for sale and cannot reserve tickets for individuals.
15	Where can I purchase the tickets to WATERBOMB SINGAPORE 2024?	Please visit https://kkday.me/WaterbombUOB for more information.

No.	Question	Answer
16	I have made payment with my UOB Card for the WATERBOMB SINGAPORE 2024 tickets. When will I receive my tickets?	Upon successful transaction, you will receive an email confirmation from KKday. The e-tickets will be sent to your email closer to the event date, around two weeks prior to the event. For further details, please refer to KKday at https://kkday.me/WaterbombUOB
17	I was making payment for my tickets, and received OTP. However, the transaction was not successful. Was my UOB Card charged?	If this happens, please try to make the payment again for your KKday booking. Upon successful transaction, you will receive an email confirmation from KKday.
18	I have applied for a UOB Card to get access to purchase tickets during Presale. Will my card be arriving by 2 May 2024?	We are unable to guarantee card delivery status.
19	How many tickets can I purchase per transaction?	You can purchase up to 15 tickets per transaction.
20	What are the tickets priced at?	Early bird tickets are priced at S\$168 for a 1-Day Pass, and S\$298 for a 2-Day Pass. Standard tickets are priced at S\$198 for a 1-Day Pass, and S\$338 for a 2-Day Pass. There is an admin fee of S\$4 per ticket. For further details, please refer to KKday at https://kkday.me/WaterbombUOB .
21	Where can I find out the details about UOB Cardmembers' benefits for WATERBOMB SINGAPORE 2024?	Please visit go.uob.com/WaterbombSG2024MY
22	Presale tickets are sold out. How else can I purchase the tickets?	Tickets will be available for purchase for general public on Friday, 10 May 2024 from 10AM onwards (Singapore time).
23	I have issues trying to purchase tickets on the KKday website.	Any queries related to ticketing, please refer to the KKday website at https://kkday.me/WaterbombUOB .
24	I want to change my tickets from a 1-Day Pass	Any queries related to ticketing, please refer to the KKday website at https://kkday.me/WaterbombUOB .

No.	Question	Answer
	to a 2-Day Pass. How do I go about it?	
25	What is the minimum age to attend the festival?	<p>The minimum age to attend the festival is 18. Attendees may be required to show a valid photo ID at the entrance. The festival security determines the minimum age by DATE OF BIRTH so entrance will only be granted to anyone who is 18 years old and above on 24 Aug 2024 and 25 Aug 2024 respectively.</p> <p>For more details, please visit www.waterbombsingapore.com</p>