



## How to purchase your tickets

### **G.E.M. I AM GLORIA WORLD TOUR – Singapore** **G.E.M. 邓紫棋 I AM GLORIA 世界巡回演唱会- 新加坡站**

#### **UOB Presale:**

1. To purchase tickets, you must have a registered Ticketmaster account. If you don't have an existing account, we recommend registering for an account on Ticketmaster before the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards) begins.
2. Keep your eligible UOB Premium Card or eligible UOB Card handy, as you'll need to enter the first 9 digits of the card number during UOB Presale (Priority Timeslot) and the first 6 digits of the card number during UOB Presale (All UOB Cards) to complete the purchase.
3. Login to your Ticketmaster account before entering the ticket purchase queue by visiting <https://ticketmaster.sg/login>. To begin the purchase process, visit [https://ticketmaster.sg/activity/detail/25sg\\_gem](https://ticketmaster.sg/activity/detail/25sg_gem) for G.E.M. I AM GLORIA WORLD TOUR – Singapore.
4. You'll be placed in the queue in the virtual waiting room for an opportunity to purchase tickets.
5. NOTE: If you access the link before the start time of the UOB Presale (Priority Timeslot) or the UOB Presale (All UOB Cards), you'll be placed in a virtual waiting room. The time you join the waiting room does not determine your place in the queue.
6. Once in the queue, avoid refreshing your browser, as it may reset your position.
7. Upon reaching the front of the queue, follow the on-screen prompts to select your desired concert date. You are required to enter the first 9 digits of your eligible UOB Premium Card for UOB Presale (Priority Timeslot) and the first 6 digits of your eligible UOB Card for UOB Presale (All UOB Cards) to continue with the selection of ticket category and quantity. Seat assignment will be determined by Ticketmaster's system based on the best seat available. Subject to ticket availability, you are allowed to purchase a maximum of Six (6) tickets per Ticketmaster account.
8. Acknowledgement of Ticketmaster's purchase and privacy policy is required to proceed to the check-out page.





9. Ensure that you use a valid and eligible UOB Premium Card during UOB Presale (Priority Timeslot) or a valid and eligible UOB Card during the UOB Presale (All UOB Cards) for payment at check-out to secure your tickets. You'll be given around 10 minutes to complete the payment transaction.
10. You have the option to select delivery method: Courier / Venue Collection / Print-At-Home / Mobile Ticket.
11. You can choose if you want to opt for the Secure Ticket service and then enter your payment details to make payment with your eligible UOB Premium Card during the UOB Presale (Priority Timeslot) or your eligible UOB Card during the UOB Presale (All UOB Cards).
12. Upon successful payment, you will receive a confirmation email from Ticketmaster sent to your email account registered with Ticketmaster within 24 hours.
13. UOB Cardmembers with the following eligible UOB Premium Cards will have priority Presale access during the UOB Presale (Priority Timeslot) on 16 January 2025, 10AM till 12PM (SGT), or whilst stocks last:
  - Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, UOB Regal Business Metal Card
  - Indonesia : UOB Zenith Card
  - Malaysia : UOB Visa Infinite Metal Card, UOB Zenith Card
  - Thailand : UOB Reserve Card
14. UOB Cardmembers with the following eligible UOB Cards will have priority Presale access during the UOB Presale (All UOB Cards) on 16 January 2025, 1PM till 11.59PM (SGT), or whilst stocks last.
  - UOB Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia);
  - UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand)
  - Citi-branded Credit Cards and Debit Cards issued in Vietnam.

Cardmembers holding Citi-branded Credit Cards issued in Thailand will also be entitled to participate in the UOB Presale (All UOB Cards) and the said cards will constitute an eligible UOB Card for the purposes of the UOB Presale (All UOB Cards).





15. Access to and purchase of tickets at the UOB Presale (Priority Timeslot) and the UOB Presale (All UOB Cards) is subject to the UOB Cardmembers Privileges Terms and Conditions for G.E.M. I AM GLORIA WORLD TOUR – Singapore via [go.uob.com/GEM](http://go.uob.com/GEM)

16. Tickets are subject to Ticketmaster’s terms and conditions and policies (including but not limited to its admission policies, exchange and refund policies, and restriction/prohibition on re-selling) including but not limited to the following key terms (“**Ticket Key Terms**”):

### **Admission requirements/policy**

17. Please print or download your e-tickets from your Ticketmaster account or hold onto your physical tickets for ticket scanning to enter the venue at the doors.

18. Admission to the show is at all times subject to the terms and conditions of the tour promoter and show venue operator. Failure to comply with any tour promoter or show venue terms and conditions may result in refusal of admission or request to leave the show venue without any refund. Only tickets purchased through approved ticket agents are valid for admission. The show venue reserves the right to refuse admission.

### **Prohibition against re-selling**

19. Your ticket(s) including your related account(s) with TICKETMASTER will IMMEDIATELY BECOME INVALID if resold OR OFFERED FOR SALE. Tickets sold via unauthorized outlets, including online auction sites, and/or in connection with fraudulent activities are not valid for admission. The resale of a ticket renders it invalid and may lead to refusal of entry.

### **Limit on tickets**

20. Each transaction is capped to a maximum of Six (6) tickets, subject to ticket availability.

21. You are advised to review Ticketmaster’s full terms and conditions prior to purchase. Please visit the official website of Ticketmaster for the applicable terms and conditions relating to the tickets. In the event of inconsistency between the Ticket Key Terms as stated above and the terms and conditions published by Ticketmaster, the latter shall prevail.

22. Please visit [go.uob.com/GEM](http://go.uob.com/GEM) for more updates and further information. Concert Terms and Conditions Apply.





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