

## Frequently Asked Questions (FAQs)

### WATERBOMB SINGAPORE 2024

No.	Questions	Answers
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 <b>Presenting Sponsor</b> .
2	How come I don't see any communication from UOB?	UOB will be announcing our partnership through various communication channels.  Please visit <a href="http://go.uob.com/WaterbombSG2024TH">go.uob.com/WaterbombSG2024TH</a> 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 social media and website 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 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.



6	What are the privileges for UOB Cardmembers?	<p>UOB Cardmembers are entitled to:</p> <ul style="list-style-type: none"> <li>• UOB Priority early bird pre-sale: <b>Thursday, 2 May, 9.00AM to 10.59AM</b> (Thai time)</li> <li>• UOB early bird pre-sale: <b>Thursday, 2 May, 11.00AM to 10.59PM</b> (Thai time)</li> <li>• UOB Priority standard tickets pre-sale: <b>Thursday, 9 May, 9.00AM to 10.59AM</b> (Thai time)</li> <li>• UOB standard tickets pre-sale: <b>Thursday, 9 May, 11.00AM to 10.59PM</b> (Thai time)</li> </ul> <p><i>*Limited tickets available. No pre-registration required.</i></p>
7	Is this open to all UOB Cards?	<p>The UOB Early Bird pre-sale and UOB Standard Tickets pre-sale are applicable for the following UOB Visa &amp; Mastercard Credit &amp; Debit Cards:</p> <ul style="list-style-type: none"> <li>• UOB Visa &amp; Mastercard Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia)</li> <li>• UOB Visa &amp; Mastercard Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand)</li> <li>• Citi-branded Visa &amp; Mastercard Credit Cards issued in Malaysia, Thailand or Vietnam</li> <li>• Citi-branded Visa &amp; Mastercard Debit Cards issued in Malaysia, Thailand or Vietnam</li> </ul>
8	Who is eligible for the “UOB Priority pre-sale”?	<p><b>UOB Priority Early Bird pre-sale and UOB Priority Standard Tickets pre-sale</b> is only applicable for UOB Cardmembers with the following eligible UOB Cards:</p> <ul style="list-style-type: none"> <li>• <b>Singapore:</b> Reserve, Visa Infinite Metal, Privilege Banking, Visa Infinite, Lady’s Solitaire Metal, Regal World Elite Business</li> <li>• <b>Malaysia:</b> Visa Infinite, Zenith, Lady’s Solitaire</li> <li>• <b>Thailand:</b> Reserve, Visa Infinite, Zenith, Ultima, Prestige</li> <li>• <b>Indonesia:</b> PremierMiles/PRIVI Miles, Prestige, Garuda Indonesia</li> </ul>



9	Will I be able to use my UOB card issued out of Thailand to purchase the tickets?	<p>The UOB Early Bird pre-sale and UOB Standard Tickets pre-sale are applicable for the following UOB Visa &amp; Mastercard Credit &amp; Debit Cards:</p> <ul style="list-style-type: none"> <li>• UOB Visa &amp; Mastercard Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam (including TMRW Credit Cards issued in Thailand or Indonesia);</li> <li>• UOB Visa &amp; Mastercard Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand);</li> <li>• Citi-branded Visa &amp; Mastercard Credit Cards issued in Malaysia, Thailand or Vietnam;</li> <li>• Citi-branded Visa &amp; Mastercard Debit Cards issued in Malaysia, Thailand or Vietnam</li> </ul>
10	Is there any discount on the tickets if payment made with UOB Cards?	There is no discount on tickets made with UOB Cards.
11	Can I purchase the tickets with any other credit or debit cards?	To be entitled for the UOB Early Bird pre-sale and UOB Standard Tickets pre-sale, payment must be made with the eligible UOB Credit / Debit Cards.
12	Can UOB reserve tickets for me?	UOB does not hold any additional tickets for sale and cannot reserve tickets for individuals.
13	Where can I purchase the tickets to WATERBOMB SINGAPORE 2024?	Please visit <a href="https://kkday.me/WaterbombUOB">https://kkday.me/WaterbombUOB</a> for more information.
14	I have made payment with my UOB Card for the WATERBOMB SINGAPORE 2024 tickets. When will I receive my tickets?	<p>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.</p> <p>For further details, please refer to KKday at <a href="https://kkday.me/WaterbombUOB">https://kkday.me/WaterbombUOB</a></p>
15	I was making payment for my tickets and received OTP. However, the transaction was not	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.



	successful. Was my UOB Card charged?	For more information, please call at 0 2343 4333 from 8.00AM to 8.00PM (dedicated call number in any queries regarding WATERBOMB)
16	I have applied for a UOB Card to get access to purchase tickets during pre-sale. Will my card be arriving by 2 May 2024?	We are unable to guarantee card delivery status.
17	How many tickets can I purchase per transaction?	You can purchase up to 15 tickets per transaction.
18	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 <a href="https://kkday.me/WaterbombUOB">https://kkday.me/WaterbombUOB</a>
19	Where can I find out the details about UOB Cardmembers' benefits for WATERBOMB SINGAPORE 2024?	Please visit <a href="https://go.uob.com/WaterbombSG2024TH">go.uob.com/WaterbombSG2024TH</a> or call at 0 2343 4333 from 8.00AM to 8.00PM (dedicated call number in any queries regarding WATERBOMB)
20	Pre-sale tickets are sold out. How else can I purchase the tickets?	Tickets will be available for purchase for general public on <b>Friday, 10 May 2024 from 9.00AM onwards</b> (Thai time).
21	I have issues trying to purchase tickets on the KKday website.	Any queries related to ticketing, please refer to the KKday website at <a href="https://kkday.me/WaterbombUOB">https://kkday.me/WaterbombUOB</a>
22	I want to change my tickets from a 1-Day Pass to a 2-Day Pass. How do I go about it?	Any queries related to ticketing, please refer to the KKday website at <a href="https://kkday.me/WaterbombUOB">https://kkday.me/WaterbombUOB</a>



23	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 August 2024 and 25 August 2024 respectively.</p> <p>For more details, please visit <a href="http://www.waterbombsingapore.com">www.waterbombsingapore.com</a></p>
24	Any recommended branches to apply UOB Cards to purchase the WATERBOMB tickets?	<p>Customers can apply at any UOB branches. For more convenient, we recommend to visit below 7 UOB branches.</p> <ol style="list-style-type: none"> <li>1. Buntudthong Branch</li> <li>2. Thaiwa Tower Branch (<i>close to Lumpini MRT station</i>)</li> <li>3. Sukumvit 4 Branch (<i>close to BTS Nana station</i>)</li> <li>4. Huamark Branch</li> <li>5. Anusavaree Chaisamoraphoom Branch (<i>close to BTS Sanampao station</i>)</li> <li>6. Thanon Pracha-U-Thit Branch</li> <li>7. Bangna KM.2 Branch</li> </ol>

