

‘s... *TAEYEON CONCERT*

in SINGAPORE

12 January 2019 (Saturday) | 6 PM (SGT) | Singapore Expo Hall 1

TICKETING FAQ

1. When will tickets go on sale?

Pre-sale (for IMC Live Global Fans): Friday, 30 November 2018, 10 AM - 10 PM

Public sale: Saturday, 1 December 2018, 10 AM

2. What are the ticket prices*?

- CAT 1: S\$288
- CAT 2: S\$238
- CAT 3: S\$188
- CAT 4: S\$148

* Excludes booking fee of S\$4/ticket

3. Where can I purchase my tickets?

Tickets will be available via our official ticketing partner:

SISTIC

Online Booking: <http://bit.ly/TAEYEON-SG19>

Phone Booking: Call +65 6348 5555

SISTIC Authorised Agents: <https://www.sistic.com.sg/agents>

SISTIC Mobile Phone APP

4. Are there any fan benefits for ticket holders?

There are no guaranteed fan benefits at the moment.

IMC Live Group (S) Pte Ltd

Co Reg. / GST Reg. No.: 201433735R

160 Robinson Road #11-01 SBF Center Singapore 068914

Tel: (+65) 6908 0108 Fax: (+65) 6908 0104 Website: www.imclive-group.com

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5. How do I become an IMC Live Global Fan to join the pre-sale?

Register as an IMC Live Global Fan via <http://bit.ly/IMCSignUp> by 29 November 2018 3 PM to be eligible for the pre-sale. If you are unable to register via the sign-up link, it means you have previously subscribed to our newsletter and is already automatically enrolled as an IMC Live Global Fan.

6. When will I receive the pre-sale access link and unique code?

An access link and unique code will be sent via email to you by 5 PM on 29 November 2018. To avoid email non-delivery, please add ticketing@imclive-group.com on your safe mailing list or contact list. The access link will go live at 30 November 2018 10 AM.

7. Are all categories available for purchase during the pre-sale? Are there limited tickets for the pre-sale?

All ticket categories will be available for selection during the pre-sale. Tickets allocated for the pre-sale are limited and sold based on first-come-first-serve basis. Pre-sale will end as soon as all allocated tickets are all sold out, or at 10 PM, whichever comes earlier.

8. The category/section I want to purchase is sold out during the pre-sale. Will there be more tickets of that particular category/section released during the public sale?

Yes, but only limited. As much as we try to ensure availability of all categories for the public sale, we encourage fans to register as an IMC Live Global Fan as they will have priority access to better seats and sections during the pre-sale.

9. How many tickets can I buy in one transaction?

Pre-sales: maximum of four (4) tickets per transaction per unique code. Tickets purchased in the same transaction can be of different price category.

Public sales: maximum of six (6) tickets per transaction.

Please make sure you complete the transaction within a 15-minute timeframe. If such confirmation is not made within this period, the transaction time will expire, and the transaction will be deemed incomplete. Any seats allocated will be automatically returned to the system and be available for sale on a "first-come-first-served" basis.

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10. Can I choose my preferred seats?

No, but you will be able to select your preferred section during the transaction. Seats will be assigned by the ticketing system on best available basis.

11. What is the minimum age to attend the concert?

The minimum age requirement to enter the concert venue is three (3) years old and above (as of show date, 12 January 2019). Children below 3 years of age will not be allowed into the concert.

12. What time do doors open for audience seating on the day of concert?

Admission to concert hall will begin one hour before show.

13. What are the collection methods if I purchase my tickets from SISTIC?

Ticket Collection/ Delivery Method	Restrictions	Charges per transaction
Collection from authorised agents	Collect from any of our authorized agents before proceeding for the event	S\$0.50. Waived if customer is paying by MasterCard
Event Venue Collection	Starting from one hour before show time, only on event day	S\$1.50
Normal Mailing (Singapore addresses only)	Within seven working days after booking	S\$1.50
Registered Mailing (Singapore addresses only)	Within seven working days after booking	S\$3. Waived if customer is paying by World & World Elite MasterCard over the website.
Courier (Singapore addresses only)	Delivery time will be arranged	S\$15
E-ticket	Immediate	Free
M-ticket	Immediate	S\$0.70

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14. For fans outside of Singapore and those with foreign credit/debit cards, how can we purchase our tickets?

You can either book your tickets online or via SISTIC hotline at +65 6348 5555. Payment can be made with all major credit/debit cards. Please check with your local bank to ensure your credit/debit card can be used for online payment.

15. For ticket-buyers outside of Singapore, how can we collect our tickets?

You can choose to receive either electronic ticket(s) via email or opt for Event Venue Collection. For electronic ticket(s), you may present a printed copy of the electronic ticket(s) on event day for venue admission. For Event Venue Collection, please bring your identity card and the credit card used to purchase the ticket. SISTIC collection counter will open one hour before event time. Please call the SISTIC hotline if you require any assistance.

16. Can I get a refund if I am unable to attend the concert?

No refunds or exchanges are allowed once the transaction have been confirmed.

17. Can you help me verify a ticket I purchased from 3rd party websites or other resellers?

We would like to advise members of the public against purchasing tickets from strangers or any 3rd parties. By purchasing tickets through non-authorised parties, buyers take on the risk of purchasing an invalid ticket with no refunds possible.

All information is correct at time of publishing but may be subject to change without prior notice.

For further queries, please contact us via our
Facebook page <http://m.me/IMCLiveGlobal> or email ticketing@imclive-group.com

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