



AliAliVe2020 Around the World -Re:AliVe- Hong Kong Show Postponement & Refund Arrangement

25 February 2020 – “**AliAliVe 2020 Around the World -Re:AliVe- Hong Kong**”, originally on 6th March 2020, is now rescheduled to 14th June 2020. For ticket buyer(s) who have purchased tickets via Cityline, please present the same ticket to attend the rescheduled event.

For ticket buyer(s) who are not able to attend to the event, full refund including ticket proceed, customer service fee and courier charge (if applicable) will be available upon the completion of refund procedures. Please follow the refund procedures as below.

Refund Procedure:

Please bring along the current physical ticket(s) to the Cityline Head Office during business hours for the period between **4 March 2020 – 3 April 2020** (except Saturday, Sunday and Public Holiday) to process a refund. Any refund requests received after **3 April 2020** will not be processed.

Cityline Head Office Address: 23/F Legend Tower, 7 Shing Yip Street, Kwun Tong

Business Hours: Monday –Friday, 10am – 1pm, 2:30pm-6pm and closed on Saturdays, Sundays and Public Holidays

Tickets Purchased by Credit Card

Ticket holder(s) would be required to complete a Refund Application Form. After the receipt of the completed application form with the physical ticket(s) of the cancelled performance(s), a refund request will be sent to the credit card company after the refund period. Please note that refund will be only deposited to the same Credit Card used for ticket purchased for the event. No refund in either cash or cheque will be made for tickets purchased by Credit Card.

Tickets Purchased by Cash

A refund in cash cheque will be made at the Cityline Head Office upon submission of a completed Refund Application Form with performance ticket(s). The ticket holder must sign to acknowledge receipt of the refund.

Should there be any enquiries, please call Cityline Customer Service Hotline on (852) 2314 4228 (10am – 8pm) or email to cs@cityline.com.hk for any inquired.



AliAliVe 2020 Around the World -Re:AliVe-
演出延期及退票安排

2020年2月25日 – 原定於2020年3月6日之“AliAliVe 2020 Around the World -Re:AliVe-”將會延期至 **2020年6月14日** 於同一地點舉行。經 Cityline 購票之人士可出示原有完整官方門票，於新場次欣賞演出。如持票人士未能出席新場次，可申請全數退款，包括票價、手續費及運費（如適用），請參考以下退票安排。

退票安排:

持票人士請於 **2020年3月4日至2020年4月3日** 期間 (星期六,日及公眾假期除外)，携同 Cityline 完整官方節目門票於辦公時間內到 Cityline 總公司辦理退款手續。於 **2020年4月3日** 後申請之退款將一概不獲受理。

Cityline 總公司地址: 香港九龍觀塘成業街7號寧晉中心23樓

辦公時間: 星期一至五 上午10時至下午1時, 下午2時半至6時 (星期六,日及公眾假期休息)

以信用咭購票之人仕

以信用咭購票之人士需於當天填寫退款申請表格。填妥的退款申請表及退票收訖後，退款指令將於退款期完結後向信用卡公司發出。請注意退款只會退回用購票時使用之信用卡內。其票款一律不以現金或支票形式退回。

以現金購票之人仕

以現金購票之人士需於當天確認及簽署退款申請表格，全額票款將以現金支票形式退回，其票款一律不以現金或劃線支票形式退回。

如有任何疑問，請聯絡購票通顧客服務熱線 (852)2314 4228 (上午10時至下午8時)或發送電郵至 cs@cityline.com.hk 查詢。