



“Imagine Dragons : LOOM WORLD TOUR LIVE IN HONG KONG ” (“Concert”) – Priority Booking Terms and Conditions:

1. Unless otherwise specified, priority booking ("Offer") for the Concert applies to principal and supplementary cardholders ("Cardholders") of Citi Credit Cards ("Eligible Cards") issued by Citibank (Hong Kong) Limited ("Citibank").
2. Cardholders are required to settle payment in full with Eligible Cards in order to enjoy the Offer.
3. The priority booking period for all eligible Citi Credit Cards is from 3pm to 11:59pm on August 13, 2024 or until all the tickets are sold (whichever is earlier).
4. During the priority booking period, all eligible Cardholders can make priority booking through Cityline website <https://priority.cityline.com>.
5. A customer service fee of HK\$50 per ticket will be charged for successful purchased ticket and HK\$35 courier fee per transaction with 4 tickets in maximum.
6. A maximum of 4 tickets are allowed to purchase for a performance in a transaction. Tickets are available while stocks last. Regardless of price and performance, a maximum of 4 tickets are allowed to purchase for each Eligible Cards. Tickets are allocated on a first-come-first-served basis, depending on the transaction date and time. No seat or queuing number selection is available. For purchasing 2 tickets or above, Cityline reserves the right to arrange separate seats (including allocation of seats in odd numbers) and single queuing number /non-adjacent queuing number.
7. No refund, cancellation or amendment will be allowed once the tickets are sold. All relevant ticketing fees or services fees paid during the booking transaction including but not limited to the courier fee / customer Service Fee and handling / admin fee are non-refundable under whatever circumstances. There will be no replacement for any loss of the tickets.
8. Ticket(s) will be delivered to Cardholder's designated Hong Kong address via courier services and no amendments of delivery address for successful transaction. Each delivery is limited to 4 tickets per transaction. Please visit www.cityline.com for delivery arrangement and fee details. Cardholders should ensure that the delivery address/information is correct. The Concert organizer and Cityline are not responsible for any loss/ non-delivery of tickets due to incorrect or incomplete delivery address/information provided by Cardholders. In case of any related enquiry, the Cardholders shall contact Cityline for advice.
9. Ticket(s) booking and delivery are subject to the Terms and Conditions of Cityline.
10. If tickets are not delivered on or after November 15 , 2024, please contact Cityline for assistance by email: cs@cityline.com or by phone: (852) 3761 6688 (Office hours: Monday to Friday 10am-7pm, excluding Public Holiday).
11. For standing zone ticket, it is suitable for age of 12 or above and height limit of 140 cm or above ; for marked seating , it is suitable for age of 3 or above. Each ticket admits one person only. A valid original ticket (with

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ticket stub intact) must be provided for admission. Once the QR code on ticket is used, it will be deactivated from the system and cannot be reused.

12. The Concert date and ticket seating are assigned by the concert organizer while the Offer is arranged by Cityline. No alteration or cancellation is allowed. Citibank is not the supplier or service provider of the products/services/auxiliary services provided and shall not be responsible for any matter in relation to the related products or services.
13. The concert organizer may release or reduce seats in response to the COVID-19 development and the implementation of social distancing measures. In the event of Concert cancellation, postponement or seats being reduced or reallocated, the concert organizer shall be solely responsible to arrange follow up actions according to the booking transaction record (including Concert postponement, seats reallocation or refund of the ticket(s)).
14. In the event of Concert cancellation, postponement or seats being reduced, the Concert organizer reserves the right to refund amounts paid for tickets or reschedule the Concert. For the avoidance of doubt, there shall only be a refund in respect of the same value of the tickets purchased which shall not include any courier fee /customer service fees or other administrative fees charged by Cityline (if any).
15. Citibank, the concert organizer and Cityline reserve the right to terminate the Offer or amend their terms and conditions at any time without prior notice.
16. All matters and disputes are subject to the final discretion of Citibank, the concert organizer and Cityline.
17. In the event of any discrepancy between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

Admission tips:

1. Audiences have to comply with the Government's latest implemented measures under the Prevention and Control of Disease Regulation and also the venue management's admission rules. Should anyone fail to comply with such, he/she shall not be permitted to enter the venue and is not entitled to have ticket refund from the concert organizer as well. For details, please visit <https://www.coronavirus.gov.hk/eng/vaccine-pass.html#infographic>.
2. Spectators should avoid sharing items and maintain appropriate social distance in common areas.
3. No eating and drinking in the Arena.
4. Spectators may be prohibited from entering the venue if they violate any of the rules of the venue or epidemic prevention measures mentioned above. In such a case, the ticket fee, customer service fee, and courier fee shall not be refunded. Spectators should contact the Concert organizer for the latest epidemic prevention measures issued by the government and the house rules of the venue concerning admission.

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