

## **Show Cancellation & Refund Procedures for Robbie Williams Let Me Entertain You Tour 2015 Live in Malaysia**

ie:music, Galaxy Group and Midas Promotions regretfully announce that the South East Asia leg of the Robbie Williams Let Me Entertain You tour has been cancelled due to issues outside of the artists control. There will be a full refund of tickets purchased, the following dates are affected:

September 17th Beijing, 20th Shanghai, 23rd Hong Kong, 27th Malaysia, 30th Bangkok and Oct 4th Singapore.

For fans who have already purchased tickets for the Malaysia show, please see below for instruction on how to obtain a refund. The Australian leg of the 2015 Tour is unaffected and will proceed as planned. Galaxy Group, Robbie Williams and Midas Promotions wish to apologise for the inconvenience and obvious disappointment that this will cause.

For refund details, please see below:

### **Robbie Williams - Let Me Entertain You Tour 2015 Refund Process starting from 16<sup>th</sup> July to 28<sup>th</sup> September**

#### 1. Customers with HARD TICKETS (Original Concert Tickets)

- a. Purchase via Roadshow, Galaxy Office @ Mid Valley, Galaxy Counter @ Sg Wang and for those Online Purchaser who already redeemed the tickets.
- b. Refund form will be email to all purchasers (For those who provided email address to us during ticket purchase).
- c. Walk in to Galaxy Office @ Mid Valley only with their Identity Card / Passport for verification purpose.
- d. Ticket purchasers must come personally in order to deal with the refund process.
- e. Fill up the refund form and return the HARD TICKETS to us.
- f. Refund shall be process accordingly:
  - i. Credit Card payment will be refund back to their credit card account within 30 - 45 days.
  - ii. Cash payment / Bank Transfer (FPX) shall receive the refund within 21 days as amount will be bank in to their bank account according to the provided information in refund form.
- g. **Note: (For oversea / outstation purchasers who holds HARD TICKET)**
  - a. They can email us the refund form to [refund@buytickets.com.my](mailto:refund@buytickets.com.my) and also provide us with the Ticket Numbers.
  - b. Staff will verify their information accordingly and reply their email with an ACKNOWLEDGEMENT LETTER within 3 working days.

- c. Purchaser shall sign and email back the letter to us.
- d. Refund shall be process accordingly:
  - i. Credit Card payment will be refund back to their credit card account within 30 - 45 days.
  - ii. Cash payment / Bank Transfer (FPX) shall receive the refund within 21 days as amount will be bank in to their bank account according to the provided information in refund form.

2. Online Purchasers (ONLY for those who did not collect their HARD TICKETS)

- a. They shall receive show cancellation notice from BUYTICKETS.
- b. Download the attached Refund Form.
- c. Fill up the Refund Form and email to [refund@buytickets.com.my](mailto:refund@buytickets.com.my)
- d. Staff will verify their information accordingly and reply their email within 3 working days to confirm on the refund.

Should there be any enquiries, please cal Galaxy Group on 03 - 2282 2020 for more information.

## **Robbie Williams Let Me Entertain You Tour 2015 Live in Malaysia演唱會 宣佈取消及退票手續**

ie:music, 銀河集團和Midas Promotions.在此宣佈，原定於2015年9月27日，在默迪卡体育场舉行的**Robbie Williams Let Me Entertain You Tour 2015 Live in Malaysia**演唱會確認取消，對此我們深感抱歉及遺憾。

### **Robbie Williams Let Me Entertain You Tour 2015 Live in Malaysia 演唱會 - 退票手續** **由 2015年 7月 16日開始至2015年9月28日结束**

如使用現金購票或在網上購票並已經取得門票的顧客

- 1) 請於**2015年7月16日至9月28日**，攜同演唱會門票，於辦公時間內到Midvalley銀河集團辦事處辦理退票手續。
- 2) 辦公時間：星期一至星期五，早上11點至傍晚6點，星期六和日及公眾假期休息。
- 3) 退款申請表將會電郵至所有已提供我們電郵地址的顧客
- 4) 退款申請人必須填妥現金退款申請表，連同演唱會門票一併交回給職員，門票金額將全數以現金發還。申請人必須攜帶身份證或護照即時核對后，方能退款及確認。
- 5) 門票金額將于在21個工作天內，全數進款至顧客所提供的銀行戶口。
- 6) 使用信用卡購票的顧客，門票金額將於30至45個工作天內全數自動退回顧客用以購票之信用卡戶口。
- 7) **2015年9月28日**後的退款申請概不受理。

### 如您是外地或海外購票的顧客

1. 請將退款申請表以及門票裏的票號，一併電郵至 [refund@buytickets.com.my](mailto:refund@buytickets.com.my)
2. 職員將會核對好所有的資料，經確認后，在3個工作天內回復並附上一封確認函。
3. 顧客務必在確認函上簽字，再一次電郵至[refund@buytickets.com.my](mailto:refund@buytickets.com.my)
4. 門票金額將于在21個工作天內，全數進款至顧客所提供的銀行戶口。
5. 使用信用卡購票的顧客，門票金額將於30至45個工作天內全數自動退回顧客用以購票之信用卡戶口。
6. **2015年9月28日**後的退款申請概不受理。

如有任何查詢，請撥打銀河熱綫03 – 2282 2020以了解更多詳情。