

Terms & Conditions

All tickets sold are non-refundable and non-transferable.

All tickets will need to be checked and verified with ID card (IC or Passport) as submitted in registration when purchasing ticket, to gain access to concert hall.

In the event the information / documentation provided are insufficient to verify the identity of the ticket holder or the purchaser, the organiser reserves the rights to refuse entry to the said ticket holder / purchaser under any circumstances.

Any changes to be amended on the tickets after the ticket is issued will incur an amendment fee of RM20.00 for each ticket.

Any request to resend ticket details will incur a fee of RM10.00 for each ticket.

Use one device only (phone, tablet, PC); using multiple devices may limit your chances of getting tickets.

Seat allocations will be assigned through best available seats on a first-come-first-served basis.

Maximum of 6 tickets per transaction.

For this event, a one-off handling fee of RM10 per transaction applies on each ticket purchased.

Children aged 12 and above must have a ticket for admission.

No admission for children below 21 years old unless accompanied by an adult aged 21 years old and above.

Children without tickets (aged 21 years and below) will not have a seat.

By entering the concert hall, you have agreed and given consent to be photographed or filmed.

All attendees are required to cooperate and agree to an inspection / search when required by the security personnel on duty (when entering / leaving the concert hall and during the concert) The following items (and not limited to) are prohibited: knives and other sharp objects, weapons, alcohol and illegal substances, pets.

The organisers and the management of QTIC Solutions reserves the rights to alter these rules and regulations as they deemed fit and necessary.

The security team present is to ensure the safety of all concerned. Kindly cooperate when requested to do so. In the event of postponement, the ticket purchased for the original concert date may be applicable and valid for the new concert date unless otherwise notified.

The organiser reserves the rights to postpone, cancel, interrupt or stop the event due to adverse weather, dangerous situations, or any other causes beyond its reasonable control.

I declare that I and the people attending this concert as part of this transaction are fully vaccinated as per Malaysia Ministry of Health guidelines.

For any enquiries or Helpdesk, please visit: help.qtic.my