

Terms and Conditions of Ticket Sales

Sale of AEM Tickets are subject to the following Terms and Conditions:

1. All tickets, e tickets, vouchers, memberships and packages (“Tickets”) are sold by APOLLO ENTERTAINMENT MEDIA PTE. LTD. (“AEM”) as ticketing agent for and on behalf of the entity or entities (collectively “Provider”) operating, managing, producing, promoting or providing the event, show, performance, screening, exhibition, conference, transport service, attraction, food and beverage, place of interest, ride, venue access, membership programme, or other product or service for which the Tickets are sold (individually and collectively, “Services”), or the venue, vehicle, craft, equipment, attraction or restaurant in or by which the Services are provided (individually and collectively, “Venue”). All orders are subject to availability and acceptance by AEM. AEM reserves the right to accept or reject any order. By ordering Tickets you agree, on your own behalf and as agent on behalf of all persons for whom you are purchasing Tickets or who will be holding Tickets purchased by you (you and each such person being a “Ticket Holder”), to be bound by these Terms and Conditions. AEM shall be entitled, but not obliged, to conduct verification checks on any order, and shall be entitled to rescind the order if such verification checks reveal any fraud or other irregularity in the order.
2. The following Conditions shall be binding on all persons (“RFID Holders”) to whom or on whose behalf a AEM Contactless Stored Value Facility (“RFID”) for short, is sold, or who otherwise acquires a RFID.

2.1. DISTRIBUTION OF RFID AS A STORED VALUE FACILITY

- 2.1.1. AEM operates the RFID system in respect of the RFID Holder’s use of the RFID in accordance with all the mentioned Conditions in paragraph 2. RFID is sold or otherwise distributed by AEM and/or AEM agents (“Agents”).
- 2.1.2. The RFID is a stored value facility under the Payment Systems (Oversight) Act (Cap 222A). The stored value on the RFID system is required to be held by an Approved Holder (as defined in paragraph 2.1.6) approved by the Monetary Authority of Singapore (“MAS”). In addition, a bank which is an Approved Bank (as defined in paragraph 2.1.6 shall undertake to be fully liable for the stored value on the RFID system.
- 2.1.3. AEM is the Approved Holder of the RFID, and has undertaken to be fully liable for the Stored Value of the RFID.
- 2.1.4. These Conditions are published by AEM for the possession and use of the RFID.
- 2.1.5. The money advanced by the RFID Holder for the Stored Value (as defined in paragraph 2.1.7) of the RFID or for topping up the Stored Value of the RFID, onto the RFID system, as the case may be, is collected by AEM and/or the Agents for and on behalf of AEM as Approved Holder.
- 2.1.6. AEM may issue complimentary credits (“Bonus Credits”) upon the completion of certain requirements as determined by AEM, which may vary from time to time. The Bonus Credits may be utilised, by the RFID, as a form of

payment to selected Qualified Merchants who have provided selected Qualified Goods and/or Services to the RFID Holder, after fully utilising the remaining Stored Value of the RFID on the RFID system. The Bonus Credits will expire one year from the date that the Bonus Credits have been awarded.

2.1.7. For the purposes of these Conditions: "Approved Holder" shall mean the party approved under the Payment Systems (Oversight) Act to be the holder in respect of the RFID. "RFID" shall include any stored value facility, in any physical form factor, which are sold or distributed by AEM. "Stored Value" or "stored value" shall mean the initial monetary value paid for and stored on the RFID system or the residual value remaining therein from time to time, excluding the RFID Cost, which value shall not at any time exceed S\$500, or an amount lesser than that which AEM may stipulate from time to time; "Qualified Goods and/or Services" shall mean the goods sold and/or the services rendered by Qualified Merchants; and "Qualified Merchants" shall mean persons by AEM to be engaged in the sale of the Qualified Goods and/or the provision of Qualified Services. Qualified Merchant shall be authorised by AEM to accept debits on the Stored Value of the RFID, on the RFID system, as a means of payment for such Qualified Goods and/or Services.

2.2. CONDITIONS OF USE

2.2.1. All RFID are issued subject to these Conditions which shall be binding on all RFID Holders.

2.2.2. The purchase of the RFID and/or the subsequent use thereof by the RFID Holder shall be deemed to be acceptance by the RFID Holder of these Conditions and any revisions to these Conditions.

2.2.3. The RFID Holder agrees:- (i) to comply with all the notices, guidelines, rules and instructions pertaining to the use of the RFID as issued by AEM from time to time, including operating rules and/or policies that may be published from time to time by AEM; (ii) to abide by all applicable laws and regulations in the use of the RFID; (iii) not to tamper or allow anyone to tamper with the RFID; (iv) to use the RFID only as a means of payment for Qualified Goods and/or Services; (v) not to intentionally deface, damage and/or destroy the RFID; (vi) to take proper care of the RFID to avoid damage; and (vii) not to affix, print, attach and/or place any markings, stickers, objects and/or any other material onto the RFID (unless such markings, stickers, objects and/or any other material is approved by AEM) or to otherwise alter, remove and/or replace any notices, trademarks, trade names, logos, artwork or designs on the RFID.

2.2.4. The RFID Holder agrees that AEM, as the Approved Holder, shall hold and be fully liable for all monies deposited by the RFID Holder onto the RFID system, and be responsible to the RFID Holder for refunds of the Stored Value when the RFID Holder presents his/her identification for refund of the Stored Value under his/her name on the RFID system. AEM shall meet the RFID Holder's redemption by making payment to Qualified Merchants who have provided Qualified Goods and/or Services to the RFID Holder. AEM shall be responsible to the RFID Holder for all administrative matters relating to the distribution and/or use of the RFID and the RFID system as contemplated under these Conditions, and AEM may appoint Agents to carry out such functions on its behalf.

2.2.5. The RFID Holder shall examine the RFID and/or any change tendered upon the purchase and/or collection of the RFID before leaving the RFID Booth or machine dispensing the RFID, as the case may be. AEM and/or the Agents shall not be liable for any error or omission not drawn to their attention at the time of issue of the RFID.

2.3. VALIDITY OF THE RFID

2.3.1. A RFID is valid for use until its specified expiry date, or otherwise stated by AEM, whichever is earlier (the "Validity Date"), and thereafter the RFID shall expire. AEM may in its discretion and from time to time extend the Validity Period for any or all types of RFID.

2.3.2. AEM may at its discretion blacklist any RFID:

- a. suspected of being counterfeited, stolen, lost, tampered with or fraudulently issued or procured; or
- b. the Stored Value on the RFID has been fraudulently or illegally revalued, or
- c. the RFID is or is otherwise suspected of being faulty, damaged or invalid for use.

2.3.3. Where any RFID has been blacklisted, the RFID Holder shall not be entitled to use the RFID, and the Stored Value of the blacklisted RFID on the RFID system shall not be refunded to the RFID Holder except with the approval of AEM.

2.4. RFID COST

2.4.1. AEM may collect from the RFID Holder an amount to cover the cost of the card ("RFID Cost") when the RFID is first purchased and is non-refundable.

2.4.2. To purchase a RFID, the RFID Holder will also be required to purchase a minimum amount of the Stored Value, to be stored on the RFID system. This amount will be determined by AEM and may vary for different types of RFID. The RFID is issued subject to the payment of the minimum amount of Stored Value required by the RFID Holder, and the RFID Cost.

2.5. TRANSACTIONS

2.5.1. The RFID shall and can be used as a means of payment for Qualified Goods and/or Services, subject always to these Conditions.

2.5.2. AEM and/or the Qualified Merchants may reject the use of the RFID for payment of Qualified Goods and/or Services if:

- a. the RFID has expired; or
- b. the RFID is suspected to have been fraudulently issued, stolen or tampered with or may in any way pose a risk to the RFID system; or

- c. the RFID system is unable to process the payment for any reason whatsoever or if a force majeure event (see paragraph 2.16) arises which disables and/or prevents the Qualified Merchants from accepting and/or processing the RFID as a means of payment.

2.5.3. The RFID Holder agrees that each of the Qualified Merchants is responsible for deducting payment for Qualified Goods and/or Services that the RFID Holder has agreed with the Qualified Merchant or is agreeable (with the Qualified Merchant) to pay from the Stored Value on the RFID system, in such manner as may be required by such Qualified Merchant.

2.5.4. The Qualified Merchants accepting the use of RFID may be changed from time to time without prior notice.

2.6. QUALIFIED GOODS AND/OR SERVICES OF QUALIFIED MERCHANTS

It is expressly acknowledged by the RFID Holder that neither AEM nor any Agent is involved in the provision of the Qualified Goods and/or Services offered by any Qualified Merchant accepting the RFID for payment. Neither AEM nor any Agent shall be liable in any way for the Qualified Goods and/or Services sold, rendered or provided by the Qualified Merchants (including without limitation any defect, disruption, failure or unavailability of or relating to any of such Qualified Goods and/or Services, as the case may be) or for any other disputes concerning the Qualified Goods and/or Services, all of which shall be the sole responsibility of the Qualified Merchants.

2.7. REFUNDS

2.7.1. Subject to paragraphs 2.2.3, 2.7.2, 2.7.3, 2.7.4, 2.7.5, 2.7.6, 2.7.7 and 2.7.8, a refund of the remaining Stored Value under the name of the RFID Holder in the RFID system can only be obtained by the RFID Holder if he presents his/her NRIC or passport for identification purposes at any places as may be designated by AEM. An admin fee, determined by AEM, will be applicable to the refund of the amount of Stored Value remaining on the RFID system. The RFID Holder will voluntarily forfeit all outstanding Bonus Credits on his/her account on the RFID system upon refund. Notwithstanding the foregoing, AEM or its Agent may require investigations to determine the remaining Stored Value under the name of the RFID Holder on the RFID system. Where investigations are required, the Stored Value, after an admin fee deduction, will be refunded upon completion of the investigations. Subject to paragraphs 2.7.4 and 2.7.5, the residual Stored Value on the RFID will be determined based on the electronic data encoded. However, no refund of the Stored Value will be granted if the RFID Holder fails to initiate a claim against AEM in respect of the Stored Value remaining on the RFID system by presenting his/her NRIC or passport for identification purposes.

2.7.2. Other than as provided in paragraph 2.7.1 above, neither AEM nor any of the Agents shall be obligated to make a refund to any RFID Holder or to process any RFID Holder's request for refund on his/her remaining Stored Value on the RFID system. Notwithstanding the foregoing provision, each of AEM and the Agents may at their absolute discretion make a refund or process a refund in respect of the Stored Value or any part thereof, and any such refund may be made and/or processed subject to conditions imposed by AEM and/or the Agents on AEM's behalf. AEM and/or the Agents shall not be obliged to effect

an immediate refund, and may, in its absolute discretion, refund the remaining Stored Value in such manner and upon due verification as it deems fit.

- 2.7.3. In any case, each of AEM and the Agents will not be liable to make a refund of the Stored Value if the Stored Value on the RFID system has been fraudulently or illegally revalued.
- 2.7.4. A RFID Holder shall be entitled to a refund of the Stored Value as long as the refund was initiated by presenting his/her NRIC or passport for identification purposes.
- 2.7.5. AEM and/or the Agents may in its discretion allow a deferred refund of the residual Stored Value on the RFID system, to the RFID Holder, based on the available system records of AEM and/or the Agents.
- 2.7.6. A RFID Holder who initiates a refund at the designated places, referred to in paragraph 2.7.1 above, will be required to produce his/her NRIC or passport for inspection. Each of AEM and the Agents may, at their absolute discretion, refuse any request for the refund of the Stored Value if the RFID Holder fails to produce his/her identification, or ownership of the identification and/or RFID do not match the identity of the RFID Holder.
- 2.7.7. The RFID Holder shall, upon receipt of the refund, be deemed to have accepted the amount thereof as correct, and agrees to discharge each of AEM and the Agents from any liability whatsoever to the RFID Holder, including but not limited to any shortfall or error in the amount of such refund.
- 2.7.8. Where the RFID Holder has initiated a refund, and AEM and/or the Agents has allowed for a deferred refund of the residual Stored Value on the RFID, AEM and/or the Agent may stipulate a refund collection period of not less than 90 calendar days for the RFID Holder to collect his/her refund. In the event that the RFID Holder fails or neglects to collect his/her refund within the stipulated refund collection period, the RFID Holder shall be deemed to have voluntarily forfeited his/her claim to the refund and shall have no further right to claim against AEM for the refund. AEM shall thereafter have the right to deal with the refund as it deems fit.
- 2.7.9. All obligations of AEM hereunder are payable solely at and by AEM in Singapore, subject to the laws of Singapore (including any governmental actions, orders, decrees, and regulations).

2.8. DETERMINATION OF VALUE IN RFID

The determination by AEM and/or the Agents as to the residual Stored Value on the RFID system shall be final and conclusive. For the purpose of such determination, the residual Stored Value as determined by AEM and/or the Agents from the records of AEM or the information generated by the RFID system shall, save for manifest error, be deemed to be conclusive and binding against the RFID Holder.

2.9. REPLACEMENT OF DEFECTIVE RFIDS

- 2.9.1. Subject to paragraphs 2.9.2, 2.9.3, 2.9.4 and 2.9.5 below, a RFID Holder may replace a defective RFID by presenting it at any places as may be

designated by AEM. A replacement RFID shall be issued to the Card Holder at RFID Cost as AEM and/or the Agents are not be liable for any error or omission not drawn to their attention at the time of issue of the RFID (see paragraph 2.2.5). The defective RFID replacement. For the purposes of these Conditions, a RFID shall only be regarded as “defective” in the event its electronic data cannot be reliably read for any reason whatsoever as determined by AEM and/or the Agents.

2.9.2. Other than as provided in paragraph 2.9.1 above, neither AEM nor any of the Agents shall be obligated to replace any RFID (whether defective or not). Notwithstanding the foregoing provision, each of AEM and the Agents may at their absolute discretion replace the RFID, and any such replacement may be made subject to conditions imposed by AEM and/or the Agents on AEM’s behalf.

2.9.3. In any case, each of AEM and the Agents will not be liable to replace the RFID for free as provided in paragraph 9.1 if:

- a. AEM and/or the Agents in its discretion determine that the RFID has been damaged whether intentionally or by failure to take proper care of the RFID or otherwise used or handled in breach of paragraph 2.2.3 herein; or
- b. the RFID has de-laminated, peeled, broken or otherwise damaged due to wear and tear; or
- c. the external RFID number is not reliably readable for any reason whatsoever as determined by AEM and/or the Agents.

2.9.4. RFID Holder who presents a RFID for replacement at the designated places referred to in paragraph 2.9.1 above shall, upon request, produce his/her NRIC or passport (in the case of non-Singapore citizens) for inspection. Each of AEM and the Agents may at their absolute discretion refuse any request for replacement of the RFID, if the RFID Holder does not produce his/her identification.

2.9.5. The determination by AEM and/or the Agents as to the amount of Stored Value on the RFID system shall be final and conclusive (see paragraph 8 above). AEM reserves the right to subsequent adjustments to such determination should any transaction records received late indicate a different value than that determined at the time of replacement.

2.10. OWNERSHIP OF RFIDS

2.10.1. Notwithstanding payment of the applicable RFID Cost for any RFID purchased, all RFIDs shall remain the property of AEM. All RFIDs shall be produced at any time on demand for inspection by any authorised officer employee of AEM, any Agent and/or any Qualified Merchant.

2.10.2. AEM and the Agents shall be entitled without assigning any reason therefore to retain any RFID which it reasonably suspects or has reason to believe to have been fraudulently issued, stolen, tampered with and/or used any RFID which was not issued to the person using such RFID or which the person is not entitled to the use thereof, or where the RFID has been blacklisted.

2.11. LOSS OF RFIDS

2.11.1. RFID Holders are responsible for safeguarding their RFIDs against loss, damage or theft, and ensuring that their RFIDs are not used by any person without the RFID Holder's permission. Each of AEM, the Agents and the Qualified Merchants accepting the RFID for payment for Qualified Goods and/or Services are not responsible for any financial losses incurred due to the loss of a RFID and have no obligation whatsoever to prevent the use of a lost RFID by a person other than the RFID Holder.

2.11.2. Where AEM and/or the Agents are in possession of any lost RFID, the RFID Holder may reclaim the RFID provided that the RFID Holder is able to produce proof of ownership to the satisfaction of AEM and/or the Agents. RFID Holder shall not have any claim to any lost RFID if it remains unclaimed after two weeks in AEM and/or the Agents' possession. AEM shall be fully entitled to deal with the lost RFID as it thinks fit.

2.12. EXCLUSION OF LIABILITY

2.12.1. Notwithstanding anything to the contrary contained herein, each of AEM and the Agents shall not be liable, whether or not arising out of the negligence of each of AEM, the Agents and/or their respective officers, employees, or agents, for any losses, damages, expenses, claims, liability and costs (including cost on a solicitor and client basis) that the RFID Holder may incur or suffer in connection with:-

- a. the use or issue of RFIDs; or
- b. any delay in issuing of RFIDs or suspension or discontinuance of issuing of RFIDs;
- c. any period where any equipment, software or system is unavailable for processing the use of the RFIDs for payment; or
- d. any delay or detention arising from use of RFIDs (including damaged RFIDs).

2.12.2. Damaged or defective RFIDs may not be accepted in the equipment used by the Qualified Merchants. Neither AEM nor the Agents shall be liable for any loss, delay or inconvenience that may be incurred if the RFID is not accepted in such equipment.

2.12.3. Notwithstanding any other provision of these Conditions, AEM's total liability to the RFID Holder under these Conditions and at law shall not exceed in aggregate the sum of S\$500.00 per RFID Holder.

2.12.4. AEM's total liability to a RFID Holder shall not exceed the aggregate of the Stored Value of such RFID Holder's RFID as of the date the RFID Holder's claim arises.

2.13 AMENDMENT

AEM may from time to time amend any part of these Conditions. AEM will give notice of any amendment by posting the same at its website at <https://www.apolloentmedia.com/> and/or such other premises as may be determined by AEM. The RFID Holder agrees that any notification of amendments as aforementioned shall be sufficient notice for the purpose of this paragraph. If the RFID Holder does not accept any amendments, he shall cease all use of the RFID. The RFID Holder's continued use of the RFID after the date of such notification shall constitute an affirmative acknowledgement by the RFID Holder of the amendments and shall be deemed to be the RFID Holder's acceptance of such revised Conditions.

2.14 NO WAIVER

No failure or delay on the part of AEM in exercising any power, right, or remedy under these conditions shall operate as a waiver of such power, right, or remedy.

2.15 RIGHT OF THIRD PARTIES

A person or entity who is not a party to these Conditions shall have no right under the Contracts (Rights of Third Parties) Act, chapter 53B of Singapore to enforce any term of these Conditions, regardless of whether such person or entity has been identified by name, as a member of a class or as answering a particular description. For the avoidance of doubt, nothing in this paragraph shall affect the rights of any permitted assignee or transferee of these Conditions.

2.16 FORCE MAJUERE

Neither AEM nor any Agents shall be liable for non-performance, error, interruption or delay in the performance of their obligations under these Conditions, in the RFID system's operation, if this is due, in whole or in part, directly or indirectly to an event or failure which is beyond its reasonable control which includes without limitation:- (i) flood, lightning, acts of God, fire, earthquakes and other natural disasters; (ii) judgements, legislation, acts, orders, directives, policies, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any court, governmental, parliamentary and/or regulatory authority imposed or to be imposed after the fact; (iii) power failure; (iv) acts or defaults of any telecommunications network operator; (v) circumstances where communications lines and/or computer systems of AEM, the Agents and/or the Qualified Merchants cannot be used for reasons attributable to third party telecommunications carriers; and (vi) acts or omissions of any Qualified Merchant or any party for whom AEM and/or the Agents are/is not responsible.

2.17 INDEMNITY

The RFID Holder hereby undertakes and agrees to indemnify AEM and keep AEM at all times fully indemnified from and against all actions, proceedings, claims, liabilities (including statutory liability), penalties, demands and costs (including without limitation, legal costs of AEM on a solicitor and own client basis), awards, damages, losses and/or expenses however arising directly or

indirectly by reason of and/or as a result of any breach or non-compliance by the RFID Holder of the terms and conditions herein.

2.18 GOVERNING LAW

The construction, validity and performance of these Conditions shall be governed by and construed in accordance with Singapore law. Each party mentioned herein hereby submits to the non-exclusive jurisdiction of the Singapore courts.

3. AEM has no control over the maintenance or management of the Venue, or the organisation or management of the Services. AEM, its agents and employees shall not be liable for any death, personal injury (unless such death or personal injury was caused by the negligence of AEM), loss or damage however caused while in the Venue nor are they liable for any complaints, claims, refunds, or exchange for any reason whatsoever, including without limitation, those relating to the Services, the Venue, or cancellation or postponement of the Services (collectively, "Claims"). Booking fees and all handling fees shall not be refundable. Any other refunds shall be made only at the Provider's discretion and on the Provider's account. AEM shall not be liable for any such Claims or refunds.
4. All Ticket prices are determined by the Provider and not by AEM. Ticket prices and discounts may change during a sale period, as determined by the Provider. No refunds will be given or claims entertained due to any change in Ticket prices or discounts.
5. Upon confirmation of your order for Tickets, no exchange of Tickets will be made under any circumstances and Tickets are not transferable. The resale of Tickets at any price is prohibited. AEM and the Provider each reserves the right to cancel any Tickets that have been transferred or resold and to deny any such Ticket Holder entry.
6. Upon confirmation of your order for Tickets, no refund on Tickets will be made under any circumstances except pursuant to Condition 7 below.
7. If a Service is postponed or cancelled, a Postponement Publicity Notice or a Cancellation Publicity Notice (collectively, the "Notices" or individually, a "Notice") respectively shall be placed in the media by the Provider or AEM.
8. All claims for refunds shall be directed to the Provider. AEM may process refunds, but only as agent of the Provider and as may be authorised by the Provider out of sums held by AEM for the Provider. The amount of such refund processed by AEM will be on a pro-rated basis ("Pro-rated Amount") in accordance with the amount of the said sums held by AEM after deduction of all sums due from Provider to AEM ("Provider's Proceeds") and the price paid by the Ticket Holder for the Ticket. AEM shall not be liable to process any refund beyond the Pro-rated Amount under any circumstances. In any case, AEM shall not be liable and under no obligation to process any refund at all in the event that the Provider did not authorise such refunds, the Provider did not pay in advance the said sums to AEM or where AEM is not or is no longer holding any Provider's Proceeds. The following terms shall apply where refunds are processed by AEM:

- 8.1. The Provider shall at its own discretion place notices advising procedures for requesting a refund and the period and time within which the Ticker Holder may request a refund.
- 8.2. If a request for a refund is made within one month after the date of a Notice, no administrative fee will be charged pursuant to such a request.
- 8.3. If a request for a refund is made between one month and six months (inclusive) after the date of a Notice, any refund made pursuant to such a request shall be charged a 20% administrative fee on the value of the Ticket(s), subject to a maximum sum represented by the Pro-rated Amount.
- 8.4. No refund will be made if the request for the refund is made after six months from the date of a Notice. Such underfunded sums shall be dealt with at AEM's or the Provider's sole discretion.
- 8.5. All Tickers purchased using credit cards shall be refunded to the credit card accounts with which the Tickets were purchased. If such credit card accounts are no longer valid, no credit card refunds will be made and Condition 7.6 below shall apply.
9. Entry will be refused if Tickets have not been purchased from AEM or other authorised points of sale.
10. Infants in arms or children without Tickets will not be admitted unless otherwise stated in Services advertisements or announcement.
11. Student and Senior Citizen passes (and others where applicable) must be shown to obtain discounts (where applicable) and upon admission.
12. Latecomers cannot be admitted until a suitable break during the performances.
13. Entry to the Venue will be subject to the Venue's prevailing terms and conditions of entry.
14. Entry to the Venue may be subject to age restrictions specified in the webpage or in publicity for the Services, and no refunds will be made on the grounds that the Ticket Holder was not aware of such age restrictions.
15. The Provider reserves the right without refund or compensation to refuse admission/evict any person(s) whose conduct is disorderly or inappropriate or who poses a threat to security, or to the enjoyment of the Services by others.
16. No photography, audio or video recording is allowed during the Services unless otherwise stated by the Provider.
17. The Provider may add, withdraw or substitute artistes and/or vary advertised programmes, Service times, seating arrangements and audience capacity without prior notice.
18. The Provider/ AEM may use the Ticket Holder's image or likeness in any live or recorded video display, photograph, picture or publicity material or website.

19. The Provider may postpone, cancel, interrupt or stop the Services due to adverse weather, dangerous situations, or any other causes beyond his/her reasonable control.
20. The Ticket Holder agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances and recording devices.
21. The Ticket Holder voluntarily assumes all risk and danger incidental to the Services and Venue whether occurring prior to, during or subsequent to the actual Services or your presence at the Venue, including any death, personal injury, loss, damage or liability.
22. Purchasers of Tickets who are under 18 years of age should seek parental consent before purchasing Tickets/merchandises from our website. By transacting on our website, you certify that you are at least 18 years of age and you understand these Terms and Conditions.
23. All Tickets must be collected within the time periods stipulated for your chosen delivery method. No refunds will be made for uncollected Tickets.
24. Any complaints regarding the Services shall be directed solely to and dealt with by the Provider. Any complaints regarding the Venue shall be directed solely to and dealt with by the Provider.
25. By providing any personal data to AEM, you agree that AEM shall be entitled to use and process such data in accordance with its Privacy Policy.
26. Singapore law shall govern the sale of all Tickets and you agree to submit to the exclusive jurisdiction of the Singapore courts.