

艾粒旺角十大酷型頒獎典禮  
演出延期的門票及退票安排

原定於 2024 年 9 月 5 日 (晚上 8 時 15 分) 之 “艾粒旺角十大酷型頒獎典禮” (下文稱 “演出”) 早前主辦方已延期至 **2024 年 9 月 7 日 (下午 3 時)** 於同一地點麥花臣場館舉行。

主辦方作出以下門票安排：

(一) 已購票但無法於延期日觀看演出之觀眾可選擇退票，退票方式如下：

- (A) 經 Cityline 購票之觀眾
  - (B) 經主辦方訂票之觀眾
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**(A) 經 Cityline 購票之觀眾：**

可於以下日子申請退款。退款包括已購門票的票款 (不包括購票時已收取的手續費及郵寄費用)。

申請退款手續詳情如下：

以信用卡 (American Express / VISA / MASTERCARD / 銀聯) 及電子付款平台 (PayMe / BoC Pay / 八達通 / WeChat Pay / 支付寶 / 支付寶 HK) 購票之人士

請於 **2024 年 9 月 9 日至 2024 年 9 月 23 日** 遞交 Cityline 完整官方節目門票及填妥退款申請表格 (見附件)，遞交方法如下：

**(只接受郵寄)** 購票人士可郵寄 Cityline 完整官方節目門票及已填妥退款之申請表，到 Cityline 總公司申請辦理退款手續 (信封面請註明致：票務部)。於 **2024 年 9 月 24 日或之後** 申請之退款將一概不獲受理。(郵誤風險及郵寄費用概由申請人自行承擔)

退款指令將於退款申請期完結後，向相關信用卡公司/電子付款平台發出。票款將安排於 10-12 星期內\*，自動存入於 Cityline 購買門票時，所用的信用卡或電子付款平台戶口內。透過信用卡或電子付款平台購買的門票將不獲安排現金或支票退款。

(\*顧客收到退款的時間需視乎個別發卡銀行或電子付款平台處理的進度而定)

郵寄地址：Cityline 香港九龍觀塘成業街 7 號寧晉中心 23 樓 A-D 室 (致：票務部)

如有任何疑問，請聯絡 Cityline 顧客服務熱線 (852) 3761 6688 (星期一至五 上午 10 時至晚上 7 時 (星期六、日及公眾假期休息)) 或 發送電郵至 [cs@cityline.com](mailto:cs@cityline.com) 查詢。

[請按此下載退款申請表](#)

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**(B) 經主辦方訂票之觀眾：**

可於 2024 年 9 月 9 日至 2024 年 9 月 23 日，先填妥 [主辦方的退票申請表格](#)，並電郵至 [productions@crp.com.hk](mailto:productions@crp.com.hk) 或寄往香港九龍廣播道 3 號商業電台-製作部曾小姐收。退款將以支票形式退回。主辦方收到退票申請表格後，會於 2024 年 9 月 30 日前通知申請者領取退款支票詳情。申請者需保留 cityline 完整官方節目門票以作退款之用。於 9 月 24 日或之後申請之退款，將一概不獲受理。(郵誤風險及郵寄費用一概由申請人自行承擔)

請注意：

\*為免存疑，此退款只包括已購門票的票面值總額，不包括主辦方訂票已收取的購票手續費及郵遞費(如適用)。

如有任何疑問，請發送電郵至 [productions@crp.com.hk](mailto:productions@crp.com.hk) 查詢。

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(二) 如門票上的資料曾被塗改、刪除或門票遭損毀、污損或殘缺不全或被驗出是假票，則有關門票視為無效，不能使用及不能辦理退款。

根據 <<盜竊罪條例>> 如作出欺詐性失實陳述試圖以欺騙手段取得退款或使用偽造門票，均可構成刑事罪行，切勿以身試法。

(三) 如觀眾遺失演出門票，主辦方不會提供任何演出門票報失補償安排。

(四) 如有任何爭議，主辦方保留最終決定權。

如有任何疑問，請聯絡 Cityline 顧客服務熱線 (852) 3761 6688 (星期一至五 上午 10 時至晚上 7 時 (星期六、日及公眾假期休息)) 或 發送電郵至 [cs@cityline.com](mailto:cs@cityline.com) 查詢。

## 艾粒旺角十大酷型頒獎典禮

### Show Cancel & Refund Arrangement Announcement

“艾粒旺角十大酷型頒獎典禮” which was originally scheduled on 5 September 2024 at the MacPherson Stadium would be rescheduled at the same venue, at 15:00pm on 7 September 2024.

The Presenter has made the following ticketing arrangements:

**I) Audiences who cannot attend the show on the postponed date can choose to refund the purchased tickets. Please refer to the following ticket refund arrangements:**

(A) Audiences who have purchased tickets through Cityline.

(B) Audiences who have purchased tickets through Presenter.

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**(A) Audiences who have purchased tickets through Cityline:**

Ticket buyer(s) who wish to receive a refund can do by making a request through Cityline within below period and subject to the following refund procedures. Please note that a refund based on the ticket value printed on the tickets (not including the customer service fee and courier charge) will be available upon the completion of refund procedures.

**Refund Procedure for Tickets Purchased by Credit Card (American Express / VISA / MASTERCARD / Union Pay) and Digital Payments (PayMe / BoC Pay / Octopus / WeChat Pay / Alipay / Alipay HK)**

Please submit the current physical ticket(s) with the completed Refund Application Form (linked below) **from 9 September 2024 to 23 September 2024** to Cityline Head Office by the following method:

**(Accepted by post only)** Ticket buyer would be required to submit the current physical ticket(s) with the completed Refund Application Form to Cityline Head Office **(Attn: Ticketing Office) before 23 September 2024** to process a refund. Any refund requests received **after 23 September 2024** will not be processed. (Applicants agree that submission by post is at their sole risk and delivery charge is at their own cost.)

A refund request will be sent to the Credit Card / Digital Payments Company after the refund application period. Refunds will be automatically deposited to the same Credit Card or Digital Payments used for ticket purchased for the event within 10 – 12 weeks (depends on the processing time of individual issuing bank). No refund in either cash or cheque will be made for tickets purchased by Credit Card or Digital Payments.

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

Should there be any enquiries, please call Cityline Customer Service Hotline on (852) 3761 6688 (Mon to Fri 10am to 7pm (except public holidays)) or email to [cs@cityline.com](mailto:cs@cityline.com) for any inquired.

**[Please click here to download Application Refund Form](#)**

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**(B) Audiences who have purchased tickets through Presenter:**

Those who purchased concert tickets through Presenter, can apply for a refund from 9-23 September 2024 upon submission of a completed [Presenter Refund Application Form](#) and email to [productions@crp.com.hk](mailto:productions@crp.com.hk) or mail to 3 Broadcast Drive, Kowloon, Attn: Ms Tsang (Commercial Radio Productions) Presenter will inform the refund information before 30 September 2024. Applicant should keep the current physical ticket(s). Any refund requests received after 23 September 2024 will not be processed.

The refund will include the price of the ticket(s) only (excluding handling fees, administration fees and postage charges already collected at the time of ticket purchase/booking).

Should there be any enquiries, please email to [productions@crp.com.hk](mailto:productions@crp.com.hk) for any inquired.

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**II)** The show ticket will be considered as invalid and cannot be used for admission if any information on the ticket has been altered or deleted; or if the ticket is damaged, defaced, or incomplete; or if the ticket is found to be a counterfeit ticket.

Under the <<Theft Ordinance>>, making a fraudulent misrepresentation in the attempt to obtain a refund by deception or using forged tickets, can constitute a criminal offence and should not be tried.

**III)** If the audience loses the show tickets, the presenter will not provide any arrangement for ticket reissuance or any compensation for the loss of show tickets.

**IV)** The Presenter reserves the right to make the final decision on any dispute or controversy.

Should there be any enquiries, please call Cityline Customer Service Hotline on (852) 3761 6688 (Mon to Fri 10am to 7pm (except public holidays)) or email to [cs@cityline.com](mailto:cs@cityline.com) for any inquired.