

CONCERT CANCELLATION AND TICKET ARRANGEMENT

香港管弦樂團、音樂總監梵志登、董事局成員及行政人員一向把我們的觀眾、樂師和員工的健康與安全放在首位。就如大部分文化機構一樣，我們因為目前特殊的情況而必須大幅改動日常的表演節目。The Hong Kong Philharmonic Orchestra, Music Director Jaap van Zweden, our Board of Governors as well as the administration put the health and well-being of our audience, players and staff at the forefront of our priorities. Like most cultural organisations, we have made major adjustments to our regular activities in order to accommodate these exceptional circumstances.

因應 2019 冠狀病毒病的最新情況，香港管弦樂團原定於 2020 年 5 月 29 及 30 日於香港文化中心音樂廳舉行的「梵志登與卡華高斯」音樂會因而取消。In view of the latest situation of COVID-19, the advertised performances of “JAAP | Leonidas Kavakos” at the Hong Kong Cultural Centre Concert Hall on 29 & 30 May 2020, have been cancelled.

此音樂會之持票人士（經由 Klook, POPTICKET 及 ticketflap 購買之持票人士除外\*）可於 **2020 年 6 月 30 日或之前**遞交申請，選擇以下的安排 For ticket holders to the cancelled concert (except those ticket holders who purchased from Klook, POPTICKET and ticketflap\*), please submit your preferred ticket arrangement **on or before 30 JUN 2020**.

由於 2019 新型冠狀病毒疫情關係，超過 20 場音樂會已取消，大量門票正在進行退款程序。我們感謝各位樂迷的包容與諒解，同時港樂團隊亦盡力尋求更多退款方式，以加快退款進度。以下是適用於 4 月及 5 月音樂會的退款安排選項：Since over 20 performances have recently been cancelled due to the COVID-19 pandemic, a significant number of tickets are undergoing the refund procedure. While we appreciate your understanding and patience during the refund process, we are doing our best to explore new refund methods to speed up the process. Below are the options available for ticket holders of the cancelled concerts in April and May:

1. **捐贈您的門票**予「港樂學生票資助基金」**DONATE YOUR TICKET(S)** to the “HK Phil Student Ticket Fund”

支持港樂提供半價門票優惠予本港全日制學生，培養年輕一代對音樂的熱忱。基金每年讓超過 12,000 位學生受惠，多年來的受惠者更是不勝其數。您的支持讓香港的年輕一輩能擴闊他們的藝術文化體驗，同時也讓港樂受惠，繼續致力呈獻美樂，啟迪心靈。To subsidise half-price tickets for local full-time students, nurturing the passion for orchestral music of the next generation. Over 12,000 students have benefited from the fund annually. Your donations contribute to the artistic and cultural life of our younger generation and our home city, Hong Kong; and also support the HK Phil in presenting diverse programmes to inspire through the finest music-making

2. 申請以**支票**全數退款（以票面面值計）Apply for a FULL refund of the face value of the ticket(s) by **CHEQUE**

由於由一月起，港樂因 2019 冠狀病毒疫情而取消了超及 15 場表演，涉及門票過萬張門票，預計需要至少三個月的時間才能完成處理有關退款，感謝各位樂迷的包容與諒解。 Since over 15 performances were recently cancelled due to COVID-19 pandemic, over 10,000 tickets have been sold for this concert. We regret it may take at least three months for the refunds to be processed. We ask for your understanding in any delay in receiving your refund.

3. 申請全數退款（以票面面值計）並將款項**轉賬**到登記的戶口 Apply for a FULL refund of the face value of the ticket(s) and **BANK TRANSFER** the amount to the registered account

此選項只適用於擁有本地儲蓄或往來戶口的持票人，恕未能接受扣賬卡/信用卡戶口及定期存款戶口之轉賬申請。請於 2020 年 4 月中起，瀏覽港樂網頁，提交相關戶口及門票資料作退款之用。如閣下未能於網上遞交退款申請，您亦可以在第二頁的表格中填寫相關申請。This option is only applicable for patrons with local bank savings or current accounts. Debit/credit card account and time deposit accounts are NOT accepted. Please visit HK Phil website for registration in mid-April. If you have difficulty in submitting the refund application online, you may complete the application in page 2.

遞交申請方式 Application methods :

(A) 於網上申請，請瀏覽： Apply online, please visit:

✓ [hkphil.org/ticket-donation](http://hkphil.org/ticket-donation) 以捐贈您的門票或； for Ticket donation or;

✓ [hkphil.org/refund](http://hkphil.org/refund) 作退款申請 for Refund application

(B) 如閣下未能於網上遞交退款申請，您亦可以填妥第二頁的表格，連同完整實體門票郵寄遞交（地址：九龍尖沙咀梳士巴利道 10 號香港文化中心行政大樓 8 樓）

Submit by post (Address: 8/F, Administration Building, Hong Kong Cultural Centre, 10 Salisbury Road, TST, Kowloon).

如有任何查詢，請致電 2721 2332/2721 0132，或電郵至 [ticketing@hkphil.org](mailto:ticketing@hkphil.org) 查詢。Should you have any enquiries, please contact the HK Phil at 2721 2332/2721 0132 or [ticketing@hkphil.org](mailto:ticketing@hkphil.org).

\* This refund application is not applicable for those patrons who purchased tickets from Klook, POPTICKET and ticketflap. The related refund will be processed automatically by the corresponding ticketing service providers, and the ticket will be refunded to the credit card that was used for the original payment directly.

你亦可於網上申請，請瀏覽 [hkphil.org/ticket-donation](http://hkphil.org/ticket-donation) 以捐贈您的門票或； [hkphil.org/refund](http://hkphil.org/refund) 作退款申請

截止日期 Deadline :  
2020 年 06 月 30 日或之前  
ON OR BEFORE 30 JUN 2020

持票人資料 DETAILS FOR TICKET HOLDER(S) (請以正楷填寫 Please print in block letter)

姓名 NAME		訂戶編號 SUBSCRIPTION NUMBER (IF APPLICABLE) 19		
地址 ADDRESS				
電郵 EMAIL		聯絡電話 CONTACT NO.		
音樂會日期及時間 CONCERT DATE(S) & TIME(S)	票價 TICKET PRICE(S)	票數 NO. OF TICKET(S)	行數及座位號碼 ROW(S) & SEAT NO(S)	辦事處專用 FOR OFFICE USE ONLY
	\$		<input type="checkbox"/> STAL1 / STAL2 <input type="checkbox"/> BAL	
	\$		<input type="checkbox"/> STAL1 / STAL2 <input type="checkbox"/> BAL	
門票安排 TICKET ARRANGEMENT:			總金額 TOTAL AMOUNT	\$

門票安排 TICKET ARRANGEMENT:

- 申請以支票全數退款 (以票面面值計) / 捐款予「港樂學生票資助基金」  
Apply for a FULL refund of the face value of the ticket(s) by CHEQUE. / Donation to the "HK Phil Student Ticket Fund"

請清楚填寫及核對是否正確，以免延誤郵遞。To avoid delivery delay, please write clearly and check if it is correctly filled.

<input type="checkbox"/>	支票抬頭 Cheque Payable (預計需時起碼三個月或以上 At least 3 months for processing)	<input type="checkbox"/> 同上 Same as above /	<input type="checkbox"/>
<input type="checkbox"/>	捐款收據抬頭 Name on Donation Receipt	<input type="checkbox"/> 同上 Same as above /	<input type="checkbox"/>

- 申請全數退款 (以票面面值計) 並將款項存入登記的本地儲蓄或往來戶口  
Apply for a FULL refund of the face value of the ticket(s) and BANK-IN the amount to the local bank savings or current account

請清楚填寫及核對是否正確，以免未能成功存款。To avoid failure in bank transfer, please write clearly and check if it is correctly filled.

賬戶持有人姓名 ACCOUNT HOLDER NAME		
(編號一覽表 CODE LIST: <a href="https://bit.ly/2UD8AXF">https://bit.ly/2UD8AXF</a>   部份銀行有多於一個編號，請小心查證閣下戶口的銀行編號 SOME BANKS MAY HAVE MORE THAN ONE BANK CODE, PLEASE VERIFY YOUR ACCOUNT BANK CODE CAREFULLY)		
銀行編號 BANK CLEARING CODE	銀行分行編號 BANK BRANCH CODE	賬戶編號 ACCOUNT NUMBER

請連同完整實體門票，並郵寄交回香港管弦樂團辦理。 Please enclose your intact printed ticket(s) to the completed Ticket Arrangement Form and return to the HK Phil Ticketing Office by post:

1. 郵寄方式遞交 (地址：九龍尖沙咀梳士巴利道 10 號香港文化中心行政大樓 8 樓)  
Submit by post (Address: 8/F, Administration Building, Hong Kong Cultural Centre, 10 Salisbury Road, TST, Kowloon).

請保留此表格及音樂會門票副本以作持票人參考及日後查詢用途。

如有任何查詢，請致電 2721 2332/2721 0132，或電郵至 [ticketing@hkphil.org](mailto:ticketing@hkphil.org) 查詢。

Please keep a copy of the completed Ticket Arrangement Form and the concert ticket(s) for your reference and enquiry use.  
Should you have any enquiries, please contact the HK Phil at 2721 2332/2721 0132 or [ticketing@hkphil.org](mailto:ticketing@hkphil.org).

條款細則 TERMS AND CONDITIONS

1. 退款服務只適用於上述音樂會的門票。Ticket(s) refund service is only applicable for ticket(s) of the captioned concerts.
2. 門票所印資料如有任何刪除、塗改、或門票遭損毀、污損或殘缺不全，持票人的退票申請或不被接受。The refund request may be rejected if any details on the ticket have been omitted or altered or if the ticket is damaged, defaced, or otherwise mutilated.
3. 如有爭議，香港管弦樂團保留最終決定權。The HK Phil reserves all rights of final arbitration in case of any dispute.