



Klook, Official Experience Partner of G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN

Frequently Asked Questions (FAQ)

In the event of inconsistency between the General Terms and Conditions on the Concert page and this FAQ, the terms in the General Terms and Conditions shall prevail

If there is any inconsistency or ambiguity between the English version and the other language versions of this FAQ, the English version shall prevail.

General

Question	Answer
<p>Are tickets to G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN available on Klook?</p>	<p>Klook is the Official Experience Partner of the four (4) concerts in Japan (two (2) concerts in Tokyo and two (2) concerts in Osaka) that are part of the G-DRAGON 2025 WORLD TOUR [Übermensch].</p> <p>G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN -Tokyo will be held at the Tokyo Dome. The concert dates are scheduled for 10 and 11 May 2025.</p> <p>G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN - Osaka will be held at the Kyocera Dome Osaka. The concert dates are scheduled for 25 and 26 May 2025</p> <p>As the Official Experience Partner, Klook will be introducing Klook Experience Packages, which refers to Concert tickets (including the VIP Package) bundled together with Klook Vouchers.</p>
<p>What are the Klook Experience Packages?</p>	<p>The Klook Experience Packages refer to one (1) Standard Concert Ticket bundled with Klook Vouchers, where Klook Vouchers have 3 different tiers that consists of:</p> <p><u>1. Klook Vouchers - Diamond tier</u></p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY10,000 off Klook activities - One Klook Voucher 10% off, up to JPY15,000 off Car Rentals



	<ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY15,000 off Hotels <p><u>2. Klook Vouchers - Gold tier</u></p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY5,000 off Klook activities - One Klook Voucher 10% off, up to JPY5,000 off Car Rentals - One Klook Voucher 10% off, up to JPY5,000 off Hotels <p><u>3. Klook Vouchers - Silver tier</u></p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY3,000 off Klook activities - One Klook Voucher 10% off, up to JPY3,000 off Car Rentals - One Klook Voucher 10% off, up to JPY3,000 off Hotels
<p>When will the Klook Experience Packages be available?</p>	<p>The official sale start date for Klook Experience Packages on the Klook App is at 17 April 2025 6PM (Japan Time).</p>
<p>Can I get Presale tickets from Klook?</p>	<p>No, Klook Experience Packages will go on sale on 17 April 2025 6pm (Japan Time).</p> <p>The Klook Experience Packages refer to one (1) Standard Concert Ticket bundled with Klook Vouchers.</p>
<p>Where will the concert be held, and when are the concert dates?</p>	<p>G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN - Tokyo will be held at the Tokyo Dome. The concert dates are scheduled for 10 and 11 May 2025.</p> <p>G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN - Osaka will be held at the Kyocera Dome Osaka. The concert dates are scheduled for 25 and 26 May 2025.</p>
<p>How many tickets can I purchase, per booking?</p>	<p>Each booking will be limited to two (2) tickets which equal to two (2) Klook Experience Packages per transaction. Limited to one (1) booking per account per city.</p>
<p>Where can I purchase the Klook Experience Packages to G-DRAGON 2025</p>	<p>Klook Experience Packages on Klook are only available for purchase on the Klook App. Please ensure it is updated to the latest version (7.15.1 and above)</p>



<p>WORLD TOUR [Übermensch] in Tokyo/Osaka?</p>	<p>Please stay tuned to https://www.klook.com/en-SG/tetris/promo/g-dragon-in-japan/</p>
<p>Why is Klook only selling Klook Experience Packages? Does Klook sell concert tickets only?</p>	<p>As the Official Experience Partner, Klook will only be selling Klook Experience Packages, which refers to one (1) Concert ticket (including VIP Package, only where such Concert category is purchased) bundled together with Klook Vouchers.</p>
<p>What is the minimum age requirement for concert entry?</p>	<p>There will be no admission for infants in arms and children below 6 years old. Individuals aged 6 years old and above will be required to purchase a ticket for admission.</p>
<p>What does the overall Klook Experience Package amount include?</p>	<p>The total amount includes the ticket price, Klook Voucher and Main / Official Ticketing Platforms' booking fee</p> <p>Main / Official Ticketing Platforms' booking fee is JPY 1,760 per ticket.</p>
<p>What does the VIP Package include?</p>	<p>The VIP entitlements for different VIP packages are as below:</p> <p>[VIP 1] One (1) Floor SS seat ticket VIP Laminate & Lanyard Access to soundcheck party Exclusive photocard collectible Send-off party</p> <p>[VIP 2] One (1) Floor SS seat ticket VIP Laminate & Lanyard Access to soundcheck party Exclusive photocard collectible</p> <p>Please refer to the official page for more details as well as the Terms and Conditions. https://l-tike.com/concert/g-dragon/</p>
<p>Do I need to be a member of G-Dragon's FANCLUB in order to purchase?</p>	<p>No, you don't have to be a member of G-Dragon's FANCLUB to purchase from Klook.</p>
<p>Is it a lottery to purchase Klook Experience Packages?</p>	<p>Your tickets are confirmed upon successful payment. Klook's packages are not based on a chance-based lottery system.</p>



Booking Process

Question	Answer
<p>Why are the Klook Experience Packages on Klook available only on the Klook App?</p>	<p>Klook is committed to providing the best experience for our customers and ensure all genuine fans get their Klook Experience Packages in the fairest way possible.</p> <p>Please download or update to the latest version of the Klook App (7.15.1 or above) for a seamless experience.</p>
<p>Why can't I access the event page on the Klook App?</p>	<p>Please download or update to the latest version of the Klook App for a seamless experience.</p>
<p>Can I quit the queue?</p>	<p>We suggest that you stay on the queuing page in case you missed your turn.</p>
<p>Can I opt for another show date once the booking is confirmed?</p>	<p>You cannot change the date once the booking is confirmed.</p> <p>Please refer to the exchange & refund policy on https://l-tike.com/concert/g-dragon/</p> <p>Tickets that are sold through Klook are not applicable for AnyPASS Official Resale platform. Reselling tickets is strictly prohibited.</p>
<p>I am a loyal customer of Klook, are there any benefits that I can get for G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN since Klook is the Official Experience Partner?</p>	<p>For fairness, every Klook Registered User needs to join the queue during the on-sale date for an opportunity to purchase the Klook Experience Packages.</p>
<p>I was in the queue, but it said "Sold Out" before it was my turn. I thought joining the queue would guarantee availability?</p>	<p>The Klook Experience Packages will be offered for purchase on a first-come, first-served basis. Joining the queue does not guarantee the availability of the Klook Experience Packages on the Klook App.</p>
<p>Can I login using the same Klook account onto two or more devices to queue?</p>	<p>Each Klook account can only be logged in to one device.</p>
<p>Can I choose my seats when booking on Klook?</p>	<p>You will receive your seat information nearer to the concert date through AnyPass App directly.</p> <p>Klook will assign the best available seats that match the quantity you have purchased, based on the Concert</p>



	<p>seating chart as provided by the Event Promoter/Ticketing Partner. Final seat allocation will be subject to actual availability and at Klook's discretion.</p>
<p>How can I access my tickets after purchasing from Klook?</p>	<p>You can review your confirmed booking through your Klook account.</p> <p>All tickets for G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN will be distributed in electronic tickets through AnyPASS App. You have to download the AnyPASS App and have a valid AnyPASS account in order to retrieve your tickets. AnyPASS App is also required for entry.</p> <p>Klook will update you with the AnyPASS linkage code on your Klook APP booking confirmation page at a later date, you may use this linkage code to redeem your Concert ticket.</p>
<p>Can I transfer my tickets to other people once I have redeemed/retrieved them?</p>	<p>No, once your tickets are redeemed in the AnyPASS App, you are not able to transfer the tickets to anyone.</p>
<p>Can I resell my tickets on the AnyPASS Official Resale?</p>	<p>Tickets that are sold through Klook are not applicable for AnyPASS Official Resale platform. Reselling tickets is strictly prohibited.</p>
<p>Could I redeem multiple codes in one AnyPASS account?</p>	<p>We strongly recommend One (1) AnyPASS linkage code is redeemed by one (1) AnyPASS account. If you wish to redeem multiple codes within the same account, please do note that transferring tickets is not possible once the codes are redeemed and you must enter in groups.</p>
<p>My friends made a separate booking, can we ask for our seats to be next to each other?</p>	<p>Klook will assign the best available seats that match the quantity you have purchased, based on the Concert seating chart as provided by the Event Promoter/Ticketing Partner. If you wish to be seated together, we recommend purchasing tickets in the same order. However, final seat allocation will be subject to actual availability and at Klook's discretion.</p>
<p>When can I know my seats?</p>	<p>You will only receive your seat allocation at a later date on AnyPASS directly, this is subject to changes from the Event Promoter/Ticketing Partner. It's recommended to save your seat number in advance to ensure a smooth and hassle-free experience when locating your seats.</p>



<p>The option I want cannot be selected. Does that mean it is no longer available?</p>	<p>If an option is greyed out and unclickable, it means that the Klook Experience Packages have sold out. Please select another package option.</p>
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Klook Vouchers Related

Question	Answer
<p>When will the Klook Vouchers expire?</p>	<p>The Klook Vouchers expire on 31 Aug 23:59 2025 (Japan time).</p>
<p>How will I receive my Klook Vouchers?</p>	<p>You will receive the Klook Vouchers within 24 hours after your payment is completed. The Klook Vouchers will directly draw into the account used for purchase. There will not be any email notification to you, please check the Promo Codes under your account.</p>
<p>What are the details of Klook Vouchers within the Klook Experience Package?</p>	<p>Klook Voucher Diamond, Gold and Silver tiers have different Vouchers.</p> <p>Klook Vouchers - Diamond tier</p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY10,000 off Klook activities - One Klook Voucher 10% off, up to JPY15,000 off Car Rentals - One Klook Voucher 10% off, up to JPY15,000 off Hotels <p>Klook Vouchers - Gold tier</p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY5,000 off Klook activities - One Klook Voucher 10% off, up to JPY5,000 off Car Rentals - One Klook Voucher 10% off, up to JPY5,000 off Hotels <p>Klook Vouchers - Silver tier</p> <ul style="list-style-type: none"> - One Klook Voucher 10% off, up to JPY3,000 off Klook activities - One Klook Voucher 10% off, up to JPY3,000 off Car Rentals - One Klook Voucher 10% off, up to JPY3,000 off Hotels <p>All Vouchers are applicable to Klook activities, Car Rentals and Hotels in Japan only.</p>
<p>How can I know which activities are entitled for Klook Voucher usage?</p>	<p>You can see the list of “Non-applicable Activity List” from here, and on your Klook account after receiving Vouchers.</p>



	Klook shall have the sole discretion to amend the Non-Applicable Activity List from time to time.
How many times can I use this Klook Vouchers?	The Klook Vouchers are valid for one-time use per user account only.
If I booked an activity using the Klook Vouchers I received but I cancelled the activity afterwards, will my Klook Vouchers be refunded too?	No, Klook Vouchers are non-refundable once it has been used. If the activity that you have purchased using the Klook Vouchers is cancelled, the refunded amount will be the actual discounted payment amount while the Klook Vouchers will not be returned to your account.
Can I exchange Klook Vouchers into cash?	The Klook Vouchers cannot be exchanged for cash or used in conjunction with other promotional programmes, offers, discount cards, vouchers or VIP privileges, unless otherwise stated. We strongly advise you to view the Terms and Conditions before purchasing.
Can I pass my Klook Vouchers to my friend/family's account?	No, you are not able to transfer your Klook Vouchers to any other accounts.

AnyPASS Related

For further information, we strongly suggest you to view the FAQ on AnyPASS website
<https://faq.anypass.jp/anypass/list?site=VB91N06U&category=9>

Question	Answer
How can I receive my tickets?	You must download AnyPASS to receive your tickets. All tickets for G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN will be electronic tickets through AnyPASS App. Klook will provide you with the AnyPASS linkage code for you to retrieve your tickets on AnyPASS at a later date.
What is AnyPASS?	If you are a first time user, we strongly suggest you to view AnyPASS official page for downloading and setup guidance. https://anypass.jp/beginner/config.html Ensure you have downloaded the correct AnyPASS App,



	beware of similar applications.
Why do I need to download AnyPASS?	All tickets for G-DRAGON 2025 WORLD TOUR [Übermensch] IN JAPAN will be electronic tickets through AnyPASS App. No screenshots or static QR code will be allowed for entry.
When and where will I receive my AnyPASS linkage code?	You will receive your AnyPASS linkage code at a later date. You can view your AnyPASS linkage code at your booking confirmation page at your Klook's account. You will receive an email reminder.
Where can I enter AnyPASS linkage code in the AnyPASS APP?	Please refer to this guide for more information https://res.klook.com/image/upload/G-DRAGON_E-ticketing_issurane_Final_wxif2y.pdf
Can I enter using the screenshot QR code?	No, you will not be able to participate in the event by taking a screenshot of the QR code or by capturing the screen. * The QR code on the HOME screen will be updated in a certain period. Please make sure to download "AnyPASS" to your smartphone and keep it connected to the Internet environment at the venue.
What is the minimum requirement for me to use AnyPASS App?	[AnyPASS app recommended environment] It can be used in the following environments for both iPhone and Android. •iPhone: iOS 14 or above •Android: OS 9.0 or above * Excluding some devices * This service is not available on devices with restrictions on application downloads, such as feature phones (Flip phone), PCs, WindowsPhone, BlackBerry, Raku-Raku phones, and kids' phones. In addition, a SIM card with a phone number and a connection to the Internet are required to use it.

Payment and Refund



Question	Answer
If I cannot attend the event, can I get a refund?	<p>This event is strictly non-refundable. You cannot apply for a refund once the booking is made.</p> <p>Please refer to the exchange & refund policy on https://l-tike.com/concert/g-dragon/</p>
What will happen if the event is canceled or postponed?	Please note the announcement from the Ticketing Partner/Event Promoter under such circumstances. The sole decision of the Ticketing Partner/Event Promoter shall be final.
What payment methods are available?	<p>Credit card methods, including Apple Pay and/or Google Pay are generally available on the Klook App, unless such payment methods are not available in your region.</p> <p>Payment methods may change if any of the partners has scheduled maintenance/downtime during the sale period.</p>
Why are some payment methods unavailable?	Certain payment methods may not be available for the Concert. Any payment methods not visible during check-out can be assumed to be unavailable for the Concert.

Resale of Concert Tickets and Ticket Scalping

Question	Answer
Am I allowed to transfer my ticket to another person after completing my purchase?	There should be no transfer or exchange allowed once tickets (from the Klook Experience Packages) are transacted on the Klook App.
Am I allowed to resell my tickets after completing my purchase?	<p>Tickets that are sold through Klook are not applicable for AnyPASS Official Resale platform. Reselling tickets is prohibited.</p> <p>Conversely, we encourage our customers not to purchase tickets from anywhere other than through official channels. Any purchases made via unauthorized channels are considered fraudulent and will not grant you access to the shows.</p>
Are there measures to ensure that scalpers do not get access to the tickets (Klook Experience Packages)?	Klook is committed to protecting our customers and fans. As such, we apply strict anti-scalping measures across our platforms.