



Klook, Official Experience Partner of Taylor Swift | The Eras Tour in Singapore

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

General

Question	Answer
Are Concert Tickets to Taylor Swift The Eras Tour in Singapore available on Klook?	<p>Klook is the Official Experience Partner of Taylor Swift The Eras Tour in Singapore (“Concert”).</p> <p>As the Official Experience Partner, Klook will be selling Klook Experience Packages, which include Concert Tickets (including VIP Packages), combined with a hotel accommodation.</p>
What are the Klook Experience Packages?	<p>The Klook Experience Packages refer to:</p> <ul style="list-style-type: none"> • Two Concert Tickets and a room night in a 4-Star Hotel; or • Two Concert Tickets and a room night in a 5-Star Hotel.
When will the Klook Experience Packages be available?	The official sale start date for Klook Experience Packages on the Klook App is July 7, 2023, 12PM (Singapore time)
Can I get Presale tickets from Klook?	No, there are no Presale tickets offered by Klook. All Klook Experience Packages will go on sale on July 7, 2023, 12PM (Singapore time).
Where will the concert be held, and when are the concert dates?	Taylor Swift The Eras Tour in Singapore will be held at the National Stadium, Singapore. The concert dates are scheduled for March 2, 3, 4 & 7, 8, 9, 2024.
How many tickets can I purchase, per booking?	Each booking will be limited to 2 Klook Experience Packages per Klook account.
Where can I purchase the Klook Experience Packages to Taylor Swift The Eras Tour in Singapore?	<p>Klook Experience Packages are only available for purchase on the Klook App.</p> <p>Please stay tuned to www.klook.com/tetris/promo/taylorswifttheerastoursq/ for the latest updates.</p>

Why is Klook only selling Klook Experience Packages? Does Klook sell Concert Tickets only?	As the Official Experience Partner, Klook will only be selling Klook Experience Packages, which refer to Concert tickets (including VIP Packages), combined with a hotel accommodation.
What time can I start queueing on Klook to make the purchase?	Queue starts on July 7, 2023, 12PM (Singapore time).
If I successfully bought a total of 4 tickets during the Presale or General On-sale for Taylor Swift The Eras Tour in Singapore using my registered Ticketmaster account, can I still buy a Klook Experience Package?	No. Each Ticketmaster account may only purchase up to a maximum of four (4) Concert Tickets throughout the various On-sale phases, regardless of sales channel. If you had purchased Concert Tickets prior to this Klook Experience Package purchase, any additional Concert Tickets, exceeding four (4), will not be confirmed. For the avoidance of doubt, the Klook Experience Packages are non-refundable/cancellable.

Expression of Interest

Question	Answer
What is the purpose of "Expression of Interest"	The Expression of Interest will allow Klook to better identify fans who are interested in the Taylor Swift The Eras Tour in Singapore Klook Experience Packages, and provide those who register timely updates.
Does that mean I need to complete the "Expression of Interest" in order to purchase the Klook Experience Packages?	You are not required to complete the "Expression of Interest" to be eligible to purchase the Klook Experience Packages on Klook.
I have completed the "Expression of Interest," does it mean Klook will secure the tickets for me?	No. Klook cannot reserve tickets for individuals. The Klook Experience Packages are offered for purchase to registered Klook users on a first-come, first-served basis.
Will I get a priority queue to purchase tickets if I complete the "Expression of Interest"?	No. There is no priority queue or Presale available on Klook. All Klook Experience Packages will go on sale on July 7, 2023, 12PM (Singapore time). The Klook Experience Packages will be offered for purchase on a first-come, first-served basis.

Booking Process

Question	Answer
Why are the Klook Experience Packages	Klook is committed to providing the best experience for our



<p>available only on the Klook App?</p>	<p>customers and ensure 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 for a seamless experience.</p>
<p>Why can't I access the Concert 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 exit the app during queuing?</p>	<p>We suggest that you stay on the queuing page to avoid missing your opportunity to purchase Klook Experience Packages.</p>
<p>Why am I asked to enter the email address of my Ticketmaster registered account on the Klook App before check out?</p>	<p>The purpose of the registered account is for Ticketmaster to process your order confirmation. Registered Klook users that purchase Klook Experience Packages will receive their Concert Tickets order confirmation email from Ticketmaster by 15 Sept 2023.</p> <p>Concert Tickets will also only be uploaded directly into your Ticketmaster registered account, no later than 14 days before the selected Concert date.</p>
<p>Can I opt for another show date once the booking is confirmed?</p>	<p>No. You cannot change the date once the booking is confirmed.</p> <p>Please refer to the exchange & refund policy on https://ticketmaster.sg/activity/detail/24_taylorswift</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.</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>Seats will be automatically assigned based on the Concert Ticket category selected in the Klook Experience Package you have booked on Klook.</p>
<p>My friends made a separate booking, can we ask for our seats to be next to each other?</p>	<p>Seats will be automatically assigned based on the Concert Ticket category selected in the Klook Experience Package you have booked on Klook. It will not be possible to amend the seat allocations.</p>
<p>I want to purchase tickets for 1 or 3 pax, how can I do so on Klook?</p>	<p>All Klook Experience Packages include two (2) tickets to Taylor Swift The Eras Tour in Singapore.</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 Package has sold out. Please select another Klook Experience Package.</p>

Klook Experience Packages

Question	Answer
<p>How will my Klook Experience Package be delivered to me after receiving the booking confirmation email from Klook?</p>	<p>Concert Tickets Concert Tickets will be issued and distributed by Ticketmaster. Registered Klook Users that purchase Klook Experience Packages will receive their Concert Tickets order confirmation email from Ticketmaster by 15 Sept 2023. The Concert Tickets will be uploaded to your Ticketmaster account directly, no later than 14 days before the selected Concert date.</p> <p>Hotel Accommodation On hotels confirmation, Klook will share details of the respective hotel's terms & conditions (e.g. check in/check out time, documents required for check in, extra bed charges (if applicable), cancellation policy, etc.) by 30 Sept 2023.</p>

Hotel Accommodations

Question	Answer
<p>Can I change the hotel accommodation check-in name after the booking is made?</p>	<p>No. Names cannot be changed once the booking is made.</p>
<p>Can I change the hotel accommodation stay dates after the booking is made?</p>	<p>No. Stay dates cannot be changed once the booking is made.</p> <p>The date of check-in shall be the same as the Concert date selected. No exceptions will be allowed.</p>
<p>I selected the wrong hotel accommodation. Can I change the hotel accommodation?</p>	<p>No. You cannot change the hotel accommodation once your booking is confirmed.</p>
<p>What are the available hotel accommodation room types? Do all the hotel accommodation stays come with complimentary breakfast?</p>	<p>Details of the room type and inclusions are available on the Concert page.</p> <p>You are advised to review the room type and all details of the Klook Experience Package prior to purchase.</p>
<p>What do I need to show to the hotel accommodation upon check-in?</p>	<p>Please bring the passport/ID with the same name as you filled in the booking on Klook to check-in.</p>
<p>Where can I choose the hotel accommodation stay dates?</p>	<p>The hotel accommodation check-in date is the same date as the Concert date you chose. No exceptions will be allowed.</p>



I want to stay for more than one night. Do you have packages with more nights?	The Klook Experience Packages include only one night's stay at your chosen hotel accommodation. Should you require a longer stay, you may book additional nights separately at https://www.klook.com/en-SG/hotels/
If I cannot attend the Concert, can I get a refund on the hotel accommodation?	No. The hotel accommodation booking is strictly non-refundable. You cannot apply for a refund once the booking is made.

Payment and Refund

Question	Answer
If I cannot attend the Concert, can I get a refund?	No. This Concert is strictly non-refundable. You cannot apply for a refund once the booking is made. Please refer to the exchange & refund policy on https://ticketmaster.sg/activity/detail/24_taylorswift
What will happen if the Concert is canceled or postponed?	In this situation, please look for an announcement from Ticketmaster or the Event Promoter. The sole decision of Ticketmaster/Event Promoter shall be final. The hotel accommodation booking is strictly non-refundable. You cannot apply for a refund once the booking is made.
What payment methods are available?	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. Payment methods may change if any of the partners has scheduled maintenance/downtime during the sale period.
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?	Other than providing individual tickets to members of your party, there should be no transfer or exchange once Concert Tickets from the Klook Experience Packages are transacted on the Klook App.
Am I allowed to resell my Concert tickets after completing my purchase?	Reselling of the Concert tickets is strictly prohibited by Ticketmaster/Event Promoter/Klook.

	<p>Your Concert Ticket(s) will immediately become invalid if resold or offered for sale. Concert Tickets sold via third parties and other unauthorized outlets, including but not limited to online auction sites, will not be valid for admission. The resale of a Concert Ticket renders it invalid and may lead to refusal of entry.</p> <p>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 Concert shows.</p>
<p>Are there measures to ensure that scalpers do not get access to the Klook Experience Packages?</p>	<p>Klook is committed to protecting our customers and fans. As such, we apply strict anti-scalping measures across our platforms.</p>