

## **Lady Gaga in Singapore – KrisFlyer Ticketing Terms and Conditions**

### **Terms & Conditions for the KrisFlyer Presale**

1. The KrisFlyer Presale is administered on a dedicated webpage on the Ticketmaster website and accessed via unique access codes on 20 March 2025, 12:00hr (GMT+8)
2. Payments for tickets purchased via the KrisFlyer Presale must be made with a valid Mastercard credit or debit card.
3. The unique presale link and unique access code will be sent to eligible members via their KrisFlyer registered email address by 18 March 2025, 23:59hr (GMT+8).
4. The KrisFlyer Presale link and access code will only be sent to KrisFlyer members who have satisfied the following conditions:
  - 4.1. Successfully submitted the [Registration Form](#) with accurate details of his/her KrisFlyer account by 13 March 2025, 23:59hr (GMT+8).
  - 4.2. Is subscribed to KrisFlyer and Singapore Airlines Promotions Email Communications on his/her KrisFlyer Profile by 13 March 2025, 23:59hr (GMT+8).
5. Each member is eligible for a maximum of one (1) access code.
6. Receiving access to the presale does not grant the member a concert ticket nor does it guarantee that the member is able to purchase the concert tickets. Tickets are sold on a first-come, first-served basis, subject to inventory availability.
7. You must have a valid and verified Ticketmaster account in order to purchase the concert tickets on 20 March 2025, from 12:00hr (GMT+8).
8. Each access code will entitle members to purchase up to six (6) tickets in a single transaction.
9. The name of the lead purchaser (i.e. Ticketmaster account holder who makes the purchase) will be indicated on all e-tickets. However, he or she need not be present upon entry.
10. SIA will not be responsible or liable for any consequences that any Participant or any other person may suffer (including without limitation any damage, loss, injury, claim, cost, disbursement, expense or disappointment of any nature) arising out of or in connection with the Participant's participation in this promotion or in the purchase of concert tickets under the KrisFlyer Presale on the Ticketmaster website.
11. SIA is not responsible for and will not bear any and all expenses and ancillary costs which may be incurred in the participation in the Promotion and/or purchase of concert tickets under the KrisFlyer Presale on the Ticketmaster website.
12. Where you use the services provided by Ticketmaster, [Ticketmaster Terms and Conditions](#) will apply and SIA will not be liable for any injury, loss, claim, damage, cost, disbursement or expense of any kind whatsoever, howsoever arising.
13. Concert tickets purchased via the KrisFlyer Presale that are found to be in breach of [Ticketmaster Terms and Conditions](#) and subsequently deemed invalid by the Promoter / Ticketing Agent are not eligible for refunds.

## Terms & Conditions for Miles Redemption via KrisFlyer Experiences

- Redemption is on a first-come, first-served basis. Your redemption is only confirmed when you receive a confirmation email with the stated KrisFlyer miles deducted from your account.
- Redemptions will commence at 12:00hr (GMT+8) for PPS Club members, Solitaire PPS Club supplementary cardholders, and KrisFlyer Elite Gold members; and 15:00hr (GMT+8) for all other KrisFlyer members (i.e. KrisFlyer and KrisFlyer Elite Silver members).
- The experience must be redeemed in full using KrisFlyer miles.
- Members may redeem up to six (6) tickets across all seat categories and show dates via KrisFlyer Experiences.
- Tickets can only be redeemed in singles or pairs in each redemption transaction. Tickets redeemed in separate transactions may not be seated together.
- Real time seat availability is not available for viewing prior to redemption of this Experience. Please note that seat selection within the respective seat category will not be available for tickets redeemed via KrisFlyer Experiences. Seats will be assigned by Ticketmaster Singapore
- Members who have successfully redeemed the experience will receive an email from KrisFlyer closer to the concert date, with instructions on to retrieve their Print-At-Home (or PAH E-tickets) from their Ticketmaster Singapore account. Members must have a verified Ticketmaster Singapore account in order to receive the PAH tickets.
- Once tickets are redeemed, no changes to the concert date or category are allowed.
- The KrisFlyer miles redeemed for this Experience are strictly non-refundable in the event of withdrawal or no show by participants.
- Admission to this event is at all times subject to the terms and conditions of the promoter and venue operator. Failure to comply with any promoter or venue terms and conditions may result in refusal of admission or request to leave the venue without any refund.
- By redeeming this Experience, you acknowledge and consent to the processing of your personal data for the purposes of this experience in accordance with the [Singapore Airlines Privacy Policy](#).
- [Ticketmaster Terms and Conditions](#) apply.
- Tickets redeemed via KrisFlyer Experiences that are found to be in breach of [Ticketmaster Terms and Conditions](#) and subsequently deemed invalid by the Promotor/Ticketing Agent are not eligible for refunds.