



# KRISFLYER EXPERIENCES

IN PARTNERSHIP WITH MASTERCARD®

## K-Pop Concert in Seoul Frequently Asked Questions

**Q: Is there an option to redeem the experience in part miles and cash, or purchase the package in cash only?**

No, the experience must be redeemed in full using KrisFlyer miles only.

**Q: Can I use PPS Club Gift vouchers to redeem the experience?**

No, the experience must be redeemed in full using KrisFlyer miles only.

**Q: Can I make a redemption for someone who isn't a KrisFlyer member?**

Yes, you can make a redemption for family and/or friends.

Attendees at the concert must be KrisFlyer members. Attendees will need to present a copy of the e-ticket(s) sent to the registered email of the KrisFlyer member who made the redemption.

**Q: Do I need to hold a valid passport to be able to go on this experience?**

Each passenger must hold a valid passport (and K-ETA or visa) to be allowed entry into South Korea.

**Q: What is included in my redemption for this KrisFlyer Experience?**

A: Each redemption allows access for 1 person to the KrisFlyer Experiences K-Pop Concert on 7 March 2023.

Please note that the experience does not include flight in/out of Seoul and/or accommodation.

**Q: Does the experience include insurance coverage?**

No, travel insurance is not included. Members are encouraged to purchase their own travel insurance.

**Q: How will I know if the redemption I made was successful?**

There will be an auto-triggered email sent to the email address registered to your KrisFlyer account after your redemption is completed successfully. You may also log in to your profile to view your latest account balance.

**Q: The redemption option that I'm interested in is fully redeemed. Can I sign up to be waitlisted?**

There are no waitlist options available for this experience. Please visit [krisflyerexperiences.com](https://krisflyerexperiences.com) for available experiences.

**Q: Who are the performing artistes for the concert?**

NCT Dream, MINHO, iKON, VIVIZ, AB6IX, Kwon Eunbi, Everglow, Drippin, and Limelight will be performing at the two-hour concert.

KrisFlyer will endeavour to keep to the artiste line-up announced, but we seek your understanding that the artiste line-up may be subject to change, due to circumstances beyond KrisFlyer's control.

**Q: Where will the concert be held?**

The concert will be held at SBS Prism Tower in Seoul, South Korea.

The closest station is Susaek Station (Line 1), via exit 1, approximately 680 metres away.

For guests arriving from Incheon International Airport, you can make your way to Digital Media City Station (Line 6) exit 9, which is approximately 714 metres away.

**SBS Prism Tower**

**82 Sangamsan-ro Mapo-gu Seoul**

**Q: What will I get as a Premium Reserve ticketholder?**

Members who have redeemed a ticket in the Premium Reserve Category will enjoy priority entry from 3.45pm (local time) to attend an exclusive Meet & Greet session with iKON and VIVIZ, during which ticketholders will get to take a group photo with the artistes and receive autographed CDs from both artistes.

Premium Reserve ticketholders will also enjoy the best seats in the concert venue, on Level 1 of the concert hall, for an unrestricted view of the performances.

**Q: Will I receive my e-ticket(s)?**

You will receive your e-ticket from KrisFlyer by 24 February 2023 if you have made your redemption before 23 February 2023.

Members who have made their redemption on or after 23 February can expect to receive their e-ticket by 1 March 2023.

Please write in to [krisflyer\\_team@singaporeair.com.sg](mailto:krisflyer_team@singaporeair.com.sg) for assistance if you did not receive the email by 2 March 2023.

**Q: What can I bring into the venue?**

For safety reasons, certain items are not permitted in the venue. These items include:

- Videographic or photographic equipment for professional use
- Any large or bulky items
- Corporate or commercial flags or branding
- Articles prohibited by South Korean law

This list is not exhaustive, and the organisers reserve the right to refuse entry to guests who are non-compliant.

**Q: Can I choose my seats for the concert?**

Ticketholders will need to register to receive admission wristbands on 7 March 2023. The wristbands are numbered and tagged to a seat within the category you have redeemed. Wristbands will be provided on a first-come, first-served basis during registration for the respective categories.

## | Covid-19

**Q: Do I have to wear a mask during the concert?**

Mask-wearing is not mandatory but recommended.

Singapore Airlines will be guided by prevailing government regulations.

**Q: Do I need to present a negative Covid-19 test to enter the venue?**

No, attendees will not be required to take a COVID-19 test.

By attending the concert, you confirm that you are not:

- a. Experiencing COVID-like symptoms,
- b. COVID positive,
- c. Under a self-isolation or self-quarantine order, and/or
- d. Been informed from health authorities of self-isolation or examination 7 days prior to concert date

If any of the above is applicable, the ticketholder will be rejected at admission..

If you experience COVID-like symptoms (for instance, fever, cough, respiratory symptoms), please notify the concert staff immediately.

COVID-19 preventive measures are subject to change. Singapore Airlines will be guided by the measures of the Korea Centers for Disease Control and Prevention.

**Q: Is there a possibility that the experience may be suspended?**

Singapore Airlines will be guided by prevailing government regulations.

**Q: What are my options if the experience is cancelled?**

The experience will be cancelled if there are border closures during the travel period. Members will be refunded if the experience is cancelled.

**Q: I made a redemption but I'm not able to go for the experience now. Can I cancel my redemption and receive a refund for my miles?**

Redemptions are non-refundable. Members are encouraged to transfer their redemption to another guest.

**Q: Must I be vaccinated to be able to go on this experience?**

Singapore Airlines will be guided by prevailing government regulations. As entry requirements may change at short notice, please check the latest travel advisory issued by the relevant local authorities before your trip.

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All information is accurate as of 24 February 2023 and is subject to change.