

Terms and Conditions of BOC Credit Card Priority Booking: “Lam & Sally We Are One” Concert:

1. The priority booking of BOC Credit Card Priority Booking: “Lam & Sally We Are One” Concert is from 23 to 25 July 2025, both dates inclusive (the “Booking Period”).
2. Show date is 9 to 13 October 2025.
3. Unless otherwise specified, priority booking is applicable to the following payment methods with a BOC Credit Card (the "Eligible Credit Card") during the Booking Period:
 - BOC Credit Cards issued in Hong Kong bearing the BOC logo, and/or;
 - BOC Credit Cards issued by BOC (Macau) or Banco Tai Fung bearing the BOC logo, and/or;
 - BOC Credit Cards issued in the Mainland bearing the BOC logo.

Ineligible credit cards include

- Business Cards and Corporate Cards, U.S. dollar cards, Private Client Cards and Intown Online Cards issued in any region. Transactions made via any third-party or eWallet payment methods (including but not limited to Alipay HK, WeChat Pay HK, BoC Pay, UnionPay, Alipay, WeChat Pay and other designated payment means / eWallets as decided by the Company) are not applicable to this offer.
4. During the Booking Period, a customer using an Eligible Credit Card (the “Customer”) can enjoy the following priority booking services via the PATO ENTERTAINMENT LIMITED website at www.patotix.com (the “PATO ENTERTAINMENT”)
 - Customer with a BOC Go Card can enjoy the priority booking service from 10:00am to 4:00pm on 23 July 2025;
 - Customer with other BOC Credit Cards can enjoy the priority booking service from 10:00am on 24 July 2025 to 11:59pm on 25 July 2025
 5. Tickets are limited and available on a first-come-first-served basis while stocks last. Regardless of price and show date, each Eligible Credit Card can book a maximum of 4 tickets per booking transaction. The seat(s) of the ticket will be distributed randomly. PATO ENTERTAINMENT reserves the right to assign non-contiguous seats (including to assign single seats).
 6. PATO ENTERTAINMENT will charge HK\$60 per ticket as an Online Ticketing Service Fee.
 7. Confirmation email for ticket purchase will be sent to the email address provided by Customer as a reference of successful transaction. PATO ENTERTAINMENT will not be responsible for any delayed or undelivered emails due to the

submission of incorrect email addresses by Customers, or due to issues that are out of PATO ENTERTAINMENT 's control (such as problems caused by Internet, email service providers, etc).

8. For customers in Hong Kong and Macao, an extra HK\$40 (applicable to Hong Kong) and/or HK\$50 (applicable to Macao) per transaction will be charged as a Shipping Fee by PATO ENTERTAINMENT. The purchased tickets will be mailed to the customer's postal address according to the submitted mailing information, approximately seven (7) to fourteen (14) days before the Show date. For customers from Mainland Region, an extra HK\$40 will be charged as a Ticket Storage Fee by PATO ENTERTAINMENT, he/she must collect the purchased physical ticket at Hong Kong Coliseum's ticket office on the show date. The ticket collection arrangement may adjust subject to final decision, please check with PATO ENTERTAINMENT for details. The booking can only be confirmed after completing the payment process successfully.
9. In the case of mailing tickets to the Customer by post, Bank of China (Hong Kong) Limited (the "BOCHK"), BOC Credit Card (International) Limited (the "Company"), Algernon Entertainment Limited (the "Organizer") and PATO ENTERTAINMENT will not be responsible for any lost tickets due to the submission of invalid or inaccurate personal information (such as inaccurate mailing address, etc.) by the Customer. For any enquiries, and in a case customer who have not received tickets for the concert on or after 29 September 2025, please call PATO ENTERTAINMENT Hotline on 3628 5995 (Monday to Friday from 10am to 5pm) or email to cs@patotix.com for assistance.
10. The ticket purchase will be settled in HKD. The total price of ticket(s), Customer Service Fee, Shipping Fee, and Ticket Storage Fee (the "Fees") will be debited instantly from the Eligible Credit Card. If the Fees cannot be debited successfully, the booking will be cancelled automatically and PATO ENTERTAINMENT will give appropriate notice.
11. All purchased and issued Ticket(s) cannot be exchanged, cancelled, returned or refunded. The total price of ticket(s), Customer Service Fee and Shipping Fee cannot be refunded under any circumstances.
12. Any ticket alteration may result in failure to enter the Show.
13. If the Tickets purchased from Priority Booking are lost, defaced or stolen, no reissue will be arranged. Please contact the PATO ENTERTAINMENT to handle lost ticket matters.
14. Ticket booking, delivery, and re-issuance are subject to the terms and conditions of PATO ENTERTAINMENT.
15. The details of the Show will be determined by the Organizer at its sole discretion.

The Organizer reserves the right to modify the content of the Show program without prior notice, including but not limited to the artist, performance time or performance content, etc. Any such modification will not constitute any reason for ticket refund or conversion. In case of disputes arising between the Organizer and the Customer, the Organizer reserves the right of final decision as its sole discretion.

16. The Show is only allowed for person aged 3 or above. Each Ticket admits one person only, and Customers of all ages must present the Ticket (with ticket stub intact) for on-site admission.
17. Notice to Barrier-free Seat Ticket-Buyers & Admission Arrangement
 - A. Barrier-free seat tickets (the “Barrier-free Ticket”) are only available for people who rely on wheelchairs for mobility or hold a valid medical certificate showing impaired mobility (the “User”) and their companions.
 - B. When purchasing the Barrier-free Ticket, the User can also buy a maximum of one additional ticket for a companion at the same ticket price (the “Companion Ticket”).
 - C. The holder of a Companion Ticket must enter the venue with the holder of the Barrier-free Ticket at the same time.
 - D. At the time of admission, the Organizer or venue staff have the right to request verification. Any person who is not a wheelchair user must show proof of inconvenience, such as the "Registration Card for People with Disabilities (Physical Handicap)" or other valid medical certificate showing the need for a barrier-free seat. If such proof is not provided, the venue reserves the right to refuse admission to the person and his/her companions, and will not arrange a refund.
 - E. Holders of Barrier-free and Companion tickets who need assistance to enter the venue are kindly requested to call the venue on (852) 3166 1100 (Monday to Friday from 10am to 8pm) at least 3 days before the Concert in order to make advance arrangements including ticket details and contact numbers.
 - F. Due to the constraints of the venue, there may be some obstruction to the line of sight for Barrier-free seat occupants and their minders.
 - G. These Barrier-free seat ticket admission arrangements are subject to the final announcement of the Organizer.
18. In case of cancelation or postponement of the Show for any reasons, the Organizer reserves the right to refund tickets or change the performance date. The Organizer will make decisions and announcements regarding arrangements in case of cancellation or postponement of the Show. For the avoidance of doubt, there shall

only be a refund in respect of the value of the tickets purchased which shall not include Shipping Fee and/or Customer Service Fee and/or Ticket Storage Fee charged (if the tickets are delivered to the cardholders). If a refund will be arranged, the refund shall be made to the Eligible Credit Card which made the original transaction, and to the Cardholders who purchased the tickets with presenting the unused tickets. Refund relating to the Priority Booking provided hereunder shall be arranged by PATO ENTERTAINMENT. The Organizer, the BOCHK and the Company shall not in any event be responsible for any obligations and liabilities in relation to such refund.

19. All the rules & regulations are subject to the latest updates issued by the venue and the organizer.
20. The Organizer reserves the rights to suspend, terminate, amend or modify the Show if there are any changes necessary.
21. The Organizer shall bear no responsibility for the messages displayed or communicated by any third party during the Show.
22. Spectators must follow the latest rules & regulations issued by the venue during admission and the show.
23. Spectators may be prohibited from entering the venue if they violate any of the rules & regulations of the venue. In such a case, the ticket fee, Customer Service fee, Shipping Fee, and/or Ticket Storage Fee shall not be refunded.
24. Cardholders' personal data may be collected by PATO ENTERTAINMENT, and the use of such personal data shall be subject to the personal information collection statement of PATO ENTERTAINMENT. The Organizer, BOCHK and the Company are not involved in any part of such data collection and usage. Please contact PATO ENTERTAINMENT for relevant details. BOCHK and Organizer accepts no liability for and shall not be responsible for any other matters related to PATO ENTERTAINMENT's Personal Data Collection Policy.
25. By participating in this Promotion, the Customer acknowledges that he/she has read, understood, accepted and agreed to be bound by these Terms and Conditions.
26. BOCHK and/or the Company will determine the eligibility of each transaction by matching the cardholder transaction records held by BOCHK or the Company and the relevant data provided. If the information from the cardholder differs from those of the Card Company records, the latter shall be final and conclusive.
27. The Show is organized by the Organizer, while the Booking Service is provided by PATO ENTERTAINMENT. BOCHK and/or the Company make no representation or guarantee as to the quality and availability of the Service provided by PATO ENTERTAINMENT, the Show organized by the Organizer, or the information provided by PATO ENTERTAINMENT and/or the Organizer.

BOCHK and/or the Company shall not be liable for any matters arising from or in connection with the Service, the Show, or the information provided by PATO ENTERTAINMENT and/or the Organizer. Any enquiry regarding the Priority Booking Service, the Show or any relevant information should be directed to PATO ENTERTAINMENT and/or the Organizer.

28. BOCHK and/or the Company are not the service providers of the Show/Booking Service and/or related services. Any enquiries, opinions, claims, complaints or disputes relating to the Show/Booking Service and/or related services should be directed to the respective service providers. BOCHK and/or the Card Company and/or the Organizer accept no liability for and shall not be responsible for the quality of products and/or services or any other matters relating to the Organizer and/or PATO ENTERTAINMENT.
29. Terms and conditions apply. Please refer to relevant promotion materials, or staff of BOCHK and/or the Company and/or the Organizer and/or PATO ENTERTAINMENT for details.
30. All images and details are for reference only.
31. These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region.
32. No person other than the customer, BOCHK and/or the Company and/or the Organizer and/or PATO ENTERTAINMENT will have any rights under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefits of any of the provisions of these terms and conditions.
33. BOCHK and/or the Company and/or the Organizer and/or PATO ENTERTAINMENT reserve the right to amend, suspend or cancel the Promotion or its terms and conditions.
34. Should there be any discrepancy or inconsistency between the English and the Chinese versions of these terms and conditions, the Chinese version shall prevail.

Reminder: To borrow or not to borrow? Borrow only if you can repay!

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