



Sung Hoon Fan Meet – FAQs

GENERAL EVENT DETAILS & REGULATIONS

- **Event Date & Time:** 19th October 2019, 5pm
- **Event Location:** GF Centre Court, 1 Utama Shopping Centre
- **Winners' Registration Time:** 1pm – 4.45pm
- **Zone Entry Cut Off Time:** 4.45pm sharp
- **Merchandise Redemption for Astro Subscribers:** 1pm – 4.45pm. First Come, First Served
- **Mall Operating Hours:** 10am – 10pm

FREQUENTLY ASKED QUESTIONS (FAQ)

1) Is this a free event?

Yes, this event is free for all.

2) Do I need tickets or passes to enter the fan meet?

No, tickets are not required as the event is open to the public. However, passes are required to gain access to the standing areas near the stage, as well as fan benefits like hi-touch and group photos.

3) How long will the fan meet be?

It will be approximately 90 minutes.

4) Is there a priority queuing area?

The standing areas nearest to the stage are reserved for hi-touch, group photo and daebak zone pass holders. Areas outside of these zones will be open to public.

5) Can I bring food and drinks to the venue?

Strictly NO food or beverages allowed inside hi-touch, group photos and Daebak zones, except for bottled drinking water is permitted (subject to security check at entrance).

6) Are pets allowed at the venue?

Strictly NO pets are permitted at the venue.

7) Items NOT Permitted into hi-touch, group photo and daebak zones:

- DSLC/Professional camera (with detachable lens or zoom effects 11x or above).
- Video or voice recorder including Go Pro and Tab device.
- Objects deemed to challenge public safety including weapon, glass bottle, helmet, sharp item, non-retractable umbrella, selfie stick and confetti etc.
- Oversized or obstructive items including Baby Stroller, Trolley, Bulky Bag or Luggage



- Handheld item larger than A3 size, LED Head Band, Foldable chair, whistle, horn and laser pointer.



8) Can I take photos and videos at the fan meet?

Yes, small digital cameras are permitted. Please note that professional cameras, i.e. cameras with a long or detachable lens are not permitted.

9) Can I take toilet breaks during the fan meet?

Yes, you can take toilet breaks during the fan meet. Please ensure that you have your passes safely secured on you when you return to the zones, for verifications purposes.

Also, if you are a hi-touch or group photo winner, please do not leave your zones 30 minutes before the stipulated times.

CONTEST INFORMATION & PASS REDEMPTION DETAILS

10) How can I get these passes?

These passes are given away through various contests held by **MY, ERA, GEMPAK & XUAN**. You can find out more about the contests at www.ohk-tv.com/birthday.

11) Is Oh!K TV also running a contest?

No, all contests will be run directly by the partners listed above.

12) How are the winners selected?

For the specific contest mechanics, please visit www.ohk-tv.com/birthday. On this website, you will be able to click on links that will lead to you to the respective contest platforms where you will be able to locate details on the contests.

13) When will winners be announced?

Winners will be announced on **14th October 2019** and will be notified by the respective contest



platforms. **From 15th October 2019 – 17th October 2019**, winners can look forward to receiving their passes in the form of QR codes, via e-mail and SMS.

14) When can pass holders receive their passes?

Passes will be distributed **from 15th October 2019 to 17th October 2019** in the form of QR codes, via e-mail and SMS. Please connect directly with the partners listed for any queries.

15) How can pass holders redeem their passes?

Winners are to bring along their ID, notification e-mail and SMS with the issued QR codes to the event venue, There will be a registration counter where you can redeem your passes in order to enter the respective zones : Hi-Touch zone, Group Photo zone and Daebak Zone (Area facing the stage with no other added privileges).

Registration for pass holders will begin at 1pm and will end at 4.45pm sharp, on 19th October 2019.

IMPORTANT: What happens if pass holders miss the registration time from 1PM - 4:45PM?

Your passes will be deemed invalid. Hence, we highly encourage for winners (and plus ones if any) to come on time.

16) What time should the pass holders enter their respective zones?

All pass holders must be within their zones by 4.45pm. Doors to the zones will be closed at 4.45pm sharp. **Late comers will not be allowed to enter the zones.**

17) Can I take toilet breaks during the fan meet?

Yes, you can take toilet breaks during the fan meet. Please ensure that you have your passes safely secured on you when you return to the zones, for verifications purposes.

Also, if you are a hi-touch or group photo winner, please do not leave your zones 30 minutes before the stipulated times.

18) Can I authorise another person to collect the passes on my behalf?

No, this will not be allowed. The participant of the contest MUST be one of the event attendees and must be present at the registration counter to redeem the passes personally.

19) Are the passes transferrable?

Passes are not transferrable. The participant of the contest MUST be one of the event attendees and must be present at the registration counter to redeem the passes personally.

Winners who are bringing a friend to join them at the event, if they have won a pair of passes, will need to ensure that their friend meets the age restriction (see point 11) and that their friend is present with them at the registration counter to redeem the passes.



Passes will be tagged onto the winner and his/her friend immediately at the point of registration.

20) What happens if my friend cannot make it between 1pm – 4.45pm for the registration?

Passes must be tagged onto the winner and his/her friend immediately at the point of registration. In this case, entry will be forfeited should your friend be unable to register for the pass in your presence between 1pm – 4.45pm.

This is to ensure that no passes are transferred or sold at the event venue. We seek your cooperation in this matter.

21) Is there an age restriction at the fan meet?

Yes. Due to safety reasons, those under 14 will not be allowed in the respective zones, whether accompanied or unaccompanied. Those aged 14-17 must be accompanied by a parent or guardian that is 18 years old and above; parents and guardians are to remain with them and take full responsibility for them throughout the duration of the fan meet. There will be age checks in operation.

Proof of age will be requested, so please bring along personal identification documents to prevent any unnecessary disappointment.

22) Someone is selling their hi-touch/group photo passes. Is it safe to buy the passes from him/her?

Passes are strictly **NOT FOR SALE**. ID checks will be implemented at the event. Hence, we do not encourage purchasing the passes from unauthorized sellers or third-party websites.

23) How can I get up-to-date information in the days leading up to the fan meet?

Please stay tuned to Oh!K's Facebook Page (www.facebook.com/OhKTVAsia) for the latest event updates.

NOTES for HI TOUCH, GROUP PHOTO & DAEBAK ZONE WINNERS

24) What is a hi-touch?

A hi-touch is like a high five opportunity with the artiste.

25) What time is the Hi Touch Session?

It will be held at approximately 6.15pm. Please stay in your zone to avoid missing your opportunity. The organizer will not be responsible for any missed opportunities. Activity schedule is subject to change without prior notice.

26) What time is the Group Photo Session?



It will be held at approximately 5.45pm. Please stay in your zone to avoid missing your opportunity. The organizer will not be responsible for any missed opportunities. Activity schedule is subject to change without prior notice.

27) How many winners will there be in each group photo?

There will be 20 winners in each group photo. Winners will be arranged in groups by the security guards and event supervisors. No selection of photo groups will be allowed. Should there be any disputes during the photo sessions, the organizer reserves the right to cancel your photo opportunity.

28) Where can I go to look at the group photos?

Group photos will be taken by Oh!K's Official Photographer and will be updated on Oh!K's Facebook Page (www.facebook.com/OhKTVAsia).

29) Can I take any selfies with the artiste during the hi-touch and group photo sessions?

Strictly NO selfies or individual photos are permitted during the hi-touch and group photo sessions. Security checks will be implemented before you head up the stage for your K-experiences. Your cooperation is required to make this process as seamless as possible, for the benefit of all eventgoers.

MERCHANDISE REDEMPTION FOR ASTRO SUBSCRIBERS

30) How do I redeem the Sung Hoon merchandise?

Exclusively for Astro subscribers, be the first 300 fans to show up at the event venue with your latest bill, for your chance to bring home a Sung Hoon themed merchandise. Redemption will be on a first come, first served basis.

31) I forgot to bring my bill. What should I do?

Please approach any of the Astro staff to get your bill verified for your redemption.

32) What time does the redemption for Sung Hoon merchandise start?

Redemption starts at 1pm and will be on a first come, first served basis. Redemption closes at 4.45pm sharp.

33) Can I choose which merchandise I would like to redeem?

No. Upon verification of your bill, you will be given a chance to spin the wheel. This will determine which merchandise will be take home with you. Should there be any disputes, the organizer reserves the right to cancel your opportunity to redeem.



34) Can I purchase official Sung Hoon merchandise at the fan meet?

No, there will be no official merchandise for sale at the fan meet.

CONTACT US

If your questions are not answered by the above FAQs, please e-mail ohk@turner.com.

Thank you!

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