Frequently Asked Questions (FAQs)

D23 Asia: The Ultimate Disney Fan Event in Singapore

No.	Question	Answer
1	There is an announcement that **D23 Asia: The Ultimate Disney Fan Event** will be held in Singapore & UOB Cards get to purchase tickets ahead of the general sale. Is this true?	Yes, UOB Visa Cardmembers get an opportunity to purchase tickets ahead of the General Sale.
2	When and where will **D23 Asia: The Ultimate Disney Fan Event** be held?	**D23 Asia: The Ultimate Disney Fan Event,** first in Singapore will be held at the Marina Bay Sands Expo & Convention Centre, from 25 to 27 June 2027.
3	Will UOB be offering Presale tickets?	UOB Visa Cardmembers will have priority access to purchase the **D23 Asia: The Ultimate Disney Fan Event** in Singapore tickets during the UOB Visa Cards Presale from 24 November, Tuesday, 10AM (SGT) onwards, conducted before the General Sale. All UOB Visa Cardmembers who hold the following eligible UOB Visa Cards will have the opportunity to purchase tickets during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards) from **24 November, Tuesday, 10AM (SGT) to 25 November 2026, Wednesday, 5AM (SGT) or whilst stocks last**: ○ UOB Visa Credit Cards issued in Singapore, Malaysia, Thailand, Indonesia or Vietnam ○ UOB Visa Debit Cards issued in Singapore, Malaysia, Thailand or Vietnam
4	Will there be any discount on the tickets if payment is made with an eligible UOB Visa Card?	There will be no discount on ticket purchases made with an eligible UOB Visa Card. UOB Cardmembers who hold an eligible UOB Visa Card will have priority access to tickets during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards) respectively, prior to the General Sale.

No.	Question	Answer
5	Will I be able to purchase the tickets with any other credit or debit cards?	To purchase tickets during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards), payment must be made with an eligible UOB Visa Card during the UOB Visa Cards Presale (All UOB Visa Debit / Credit Cards).
6	Will UOB be able to reserve tickets for me?	No, there will be no ticket reservations.
7	I have made payment with my eligible UOB Visa Card for the **D23 Asia: The Ultimate Disney Fan Event** tickets. When will I receive my tickets?	Your booking is confirmed upon successful payment. Your electronic ticket(s) will be made available on your booking confirmation page on or after 4 June 2027. You must present your event pass for entry, and Guests may be required to present a valid photo ID matching the name on their ticket at the point of entry. Tickets are non-transferable, and entry may be denied if valid photo identification cannot be produced.
8	How do I apply for an eligible UOB Visa Card?	To apply for a UOB Visa Card, visit www.uob.com.sg/creditcards
9	I have applied for an eligible UOB Visa Card to get access to purchase tickets during the UOB Visa Presale. Will my card be arriving before the UOB Visa Presale?	We are unable to guarantee card delivery status.
10	How many tickets can I purchase during the UOB Presale?	Each Klook Registered User may purchase a maximum of six (6) passes per account for **D23 Asia: The Ultimate Disney Fan Event**. If you purchase *Disney Adventure Cruise Bundles*, you may purchase up to four (4) sets per transaction. You may complete multiple transactions until you reach this maximum quantity limit.
11	I was making payment for my tickets and received the OTP. However, the transaction was not successful. Will my UOB Visa Card be charged?	If the transaction is not successful, your eligible UOB Card will not be charged. Once you have successfully made payment, you will receive the confirmation email sent to your email address registered with Klook within 24 hours.

No.	Question	Answer
12	What to do if I can't find my ticket purchase confirmation email?	Please check your junk or spam folder. If you are still unable to locate your confirmation email, please contact Klook's customer service, or refer to Klook website at https://www.klook.com/en-SG/faq/category-59-question-912/
13	The UOB Presale tickets are sold out. How else can I purchase the **D23 Asia: The Ultimate Disney Fan Event** tickets?	Tickets will be available for purchase during the following: • Visa Infinite Presale: 25 November 2026, 10AM to 26 November 2026, 5AM (SGT) • General Sale: 26 November 2026, 10AM (SGT)
14	I have issues trying to purchase tickets on the Klook website. What do I do?	For any queries related to ticketing, please refer to the Klook website at https://www.klook.com/