



## How to purchase your tickets

### Westlife: A Gala Evening

#### UOB Presale:

1. To purchase tickets, you must have a registered SISTIC account. If you do not have an existing account, we recommend registering for an account with SISTIC before the UOB Presale (Priority Timeslot) and UOB Presale (All UOB Cards) begin.
2. UOB Cardmembers with the following eligible UOB Premium Cards will have priority access during the UOB Presale (Priority Timeslot) on 17 December 2025, Wednesday, 10AM till 1PM (SGT), or whilst stocks last:
  - Singapore : UOB Reserve Card, UOB Visa Infinite Metal Card, UOB Regal Business Metal Card
  - Indonesia : UOB Zenith Card
  - Malaysia : UOB Visa Infinite Metal Card, UOB Zenith Card
  - Thailand : UOB Reserve Card
3. UOB Cardmembers with the following eligible UOB Cards will have priority access during the UOB Presale (All UOB Cards) from 17 December 2025, Wednesday, 2PM (SGT) to 18 December 2025, Thursday, 11.59PM (SGT), or whilst stocks last.
  - UOB Credit Cards issued in Singapore, Malaysia, Thailand or Indonesia (including TMRW Credit Cards issued in Thailand or Indonesia);
  - UOB Debit Cards issued in Singapore, Malaysia or Thailand (including TMRW Debit Cards issued in Thailand)
  - UOB Credit Cards & Debit Cards issued in Vietnam with the first 6-digit Bank Identification Number ("BIN") specified in Appendix A as an integral part of this document.
4. For Cardmembers eligible for UOB Presale (Priority Timeslot), please keep your eligible UOB Premium Card handy as you'll need to enter the first 9 digits of the card number during UOB Presale (Priority Timeslot) to complete the purchase.
5. Login to your SISTIC account before entering the ticket purchase queue by visiting <https://www.sistic.com.sg/>. To begin the purchase process, visit <https://www.sistic.com.sg/events/westlife0226> for Westlife: A Gala Evening.
6. You will be placed in the smart queue for an opportunity to purchase tickets.





NOTE: If you access the link before the start time of the UOB Presale (Priority Timeslot) or the UOB Presale (All UOB Cards), you will be placed in a virtual waiting room. The time you join the waiting room does not determine your place in the queue.

7. Once in the queue, avoid refreshing your browser, as it may reset your position.
8. Upon reaching the front of the queue, follow the on-screen prompts to select your desired ticket category, quantity, and concert date. Seat assignment will be determined by SISTIC's system based on the best seat available. You are allowed a maximum of twelve (12) tickets per transaction. For Cardmembers eligible for UOB Presale (Priority Timeslot), please enter the first 9 digits of your eligible UOB Premium Card number to access the ticket purchase page.
9. A pop-up message will appear, and you have to acknowledge the pop-up in order to proceed.
10. Ensure that you use a valid and eligible UOB Premium Card during UOB Presale (Priority Timeslot) or a valid and eligible UOB Card during the UOB Presale (All UOB Cards) for payment at check-out to secure your tickets. You'll be given around 10 minutes to complete the payment transaction.
11. You can choose if you want to opt for the ticket protector and then enter your payment details to make payment with your eligible UOB Premium Card during the UOB Presale (Priority Timeslot) or your eligible UOB Card during the UOB Presale (All UOB Cards).
12. Upon successful payment, you will receive a confirmation email, link to your E-Tickets and booking reference from SISTIC sent to your email account registered with SISTIC within 24 hours.
13. Access to and purchase of tickets at the UOB Presale (Priority Timeslot) and the UOB Presale (All UOB Cards) is subject to the UOB Cardmembers Privileges Terms and Conditions for Westlife: A Gala Evening via [go.uob.com/carddeals](http://go.uob.com/carddeals).
14. Tickets are subject to SISTIC's terms and conditions and policies at <https://www.sistic.com.sg/terms-and-conditions> (including but not limited to its admission policies, exchange and refund policies, and restriction/prohibition on re-selling) including but not limited to the following key terms ("Ticket Key Terms")

#### **Admission requirements/policy**

15. Please print or download your e-tickets from your SISTIC account for ticket scanning to enter the venue at the doors.



16. When arriving in groups, the lead booker who booked the tickets needs to be present for the whole party to enter the show venue. All members of the party should enter the show venue at the same time. In order for tickets to be verified, on arrival at the show, the lead booker may be asked to provide the following items alongside their ticket(s) for verification:

- i) Photo ID (Driving licence, passport); and
- ii) Booking confirmation email

Note: The lead booker/purchaser name will be reflected on the ticket, and the name should match the ID that will be presented for upon entry to the show venue.

17. Admission to the show is at all times subject to the terms and conditions of the tour promoter and show venue operator. Failure to comply with any of the tour promoter or show venue terms and conditions may result in refusal of admission or a request to leave the show venue without any refund. Only tickets purchased through approved ticket agents are valid for admission. The show venue reserves the right to refuse admission.

#### **Prohibition against re-selling**

18. Your ticket(s) including your related account(s) with SISTIC will IMMEDIATELY BECOME INVALID IF RESOLD OR OFFERED FOR SALE. Tickets sold via unauthorized outlets, including online auction sites, and/or in connection with fraudulent activities are not valid for admission. The resale of a ticket renders it invalid and may lead to refusal of entry.

#### **Limit on tickets**

- 19. Each transaction is capped to a maximum of twelve (12) tickets, subject to ticket availability.
- 20. You are advised to review SISTIC's full terms and conditions prior to purchase. Please visit the official website of SISTIC for the applicable terms and conditions relating to the tickets. In the event of inconsistency between the Ticket Key Terms as stated above and the terms and conditions published by SISTIC, the latter shall prevail.
- 21. Please visit [go.uob.com/carddeals](http://go.uob.com/carddeals) for more updates and further information. Concert Terms and Conditions Apply.





## Appendix A

UOB Credit Cards & Debit Cards which issued in Vietnam with the following first 6-digit Bank Identification Number ("BIN") are eligible to participate in the Privilege:

- 529766
- 559929
- 437374
- 533948
- 534763
- 531922
- 544640
- 462312
- 545909
- 544811

