

SHOW CANCELLATION REFUND / EXCHANGE PROCEDURE

Dear Valued Guest,

We regret to inform you that your purchased show 'House of Dancing Water' has been cancelled due to unforeseen circumstances. We apologize for any inconvenience caused and will offer a refund or the opportunity to reschedule for a future shows for everyone according to ticket sales channels, please see below details on refund process:

REFUND/ EXCHANGE APPLICATION

TIKCE(T)S EXCHANGE (FOR TICKETS PURCHASED VIA ALL SALES CHANNELS INCLUDING PACKAGE TICKET)

We offer a reschedule opportunity for coming shows, subject to availability. Please scan the "Self-service ticket exchange" QR code and upload all your show ticket(s) and follow the provided instructions. Alternatively, please visit Box Office with your identification document and ticket(s) for exchange.



Refund or reschedule have to processed within 4 days

1. REFUND FOR TICKET(S) PURCHASED BY CREDIT CARD OR E-PAYMENT VIA BELOW CITY OF DREAMS OFFICIAL CHANNELS

- | | |
|--|---|
| ☐ OFFICIAL WEBSITE | ☐ OFFICIAL WECHAT MINI PROGRAM |
| ☐ CITY OF DREAMS BOX OFFICE | ☐ CONTACT CENTER |

Refund will be proceeded automatically, the ticket fee will be returned to your payment account within 30-45 days.

The time required for refunds may vary depending on the payment method and is affected by the actual situation at the time and the processing time on working days. If the refund takes longer than 45 days, please email us at showenquiry@cod-macau.com for inquiries.

2. REFUND OR EXCHANGE OF PACKAGE TICKET(S)

A. If your Package **has not been used at all**, you are welcome to request

- i. An exchange for a different date (subject to availability and the original conditions), or
- ii. A full refund of the Package at its face value.

B. If **part of the Package has been used** (excluding the Ticket), you may either

- i. **Exchange** for a new date: We can assist with changing your Ticket to another show date, subject to availability. Please note that any services or products already used will not be reinstated, and any unused items (other than the Ticket) will expire if not used within their original validity period. or
- ii. **Partial refund** for the unused Ticket: A refund may be issued based on the proportional value of the unused Ticket compared to the total Package price. We reserve the right to determine the value of each item in the Package, apply any applicable administrative fees, and confirm the final refund amount.

3. REFUND OR EXCHANGE OF HOTEL PACKAGE TICKET(S)

You may process the refund or exchange for the cancelled show ticket(s) at Hotel's Front desk. To process the request, you must present your valid identification document and all your show ticket(s). Refunds or exchanges will be handled in accordance with the relevant requirements stipulated in Article 2.

4. REFUND FOR TICKET(S) PURCHASED VIA TRAVEL AGENCIES, AGENTS, PLATFORMS

Official authorized travel agencies, agents, and platforms have been informed on the cancellation of the show, you may contact the agency for refund status 5 days after the show cancellation.

5. REFUND FOR TICKET(S) PURCHASED BY CASH AT BOX OFFICE

Please visit the refund counter at the theater lobby for cash refund with your identification document and all your show ticket(s).

6. FOR COMPLIMENTARY TICKET(S)

Complimentary tickets are not eligible for refunds. For enquiries, please contact your exclusive host/department that had offered you the ticket(s).

For other enquiries, please call our Ticketing Hotline at (853) 8868 6767, Toll Free: Mainland China 400 842 3800, Hong Kong, S.A.R 3851 3838, Taiwan, China 00 801 491 391, South Korea 0 808 704 144 or email us at showenquiry@cod-macau.com.

Once again, we appreciate your understanding and invite you to enjoy the many other attractions at City of Dreams.

Warm regards,
COD Resorts Limited

Remark: COD Resorts Limited shall have no further liability to ticket holders beyond the ticket(s), e.g. bank service charge(s), exchange rate variation, etc.

演出取消之退票 / 更換手續

親愛的顧客：

茲通知 閣下，您所購買的《水舞間》匯演由於突發問題現已取消。對於 閣下帶來的不便，我們深表抱歉，並會按照 閣下之購票管道進行更換門票場次或退票安排，詳情如下：

退款/更換流程

更換門票場次〔適用於所有購票渠道〕

我們可以為 閣下更換演出場次，座位視乎供應情況而定。請掃描二維碼並上傳所有門票，按步驟完成場次更換。亦可到票務處憑身份證明文件及門票正本辦理更換。



請在匯演取消後的 4 天內
完成退款/更換場次申請

1. 經以下新濠天地購票渠道以信用卡或電子支付方式購票

- | | |
|----------------------------------|----------------------------------|
| ☐ 官方網站 | ☐ 官方微信小程序 |
| ☐ 新濠天地票務處 | ☐ 顧客聯絡中心 |

取消場次之門票將安排自動退款，票款將在 30-45 天內自動退回到 閣下的原支付帳戶。

退款所需時間因付款方式而異及受當時實際情況和工作天數所影響。如 45 天後還未獲得退款，閣下可電郵至 showenquiry@cod-macau.com 查詢。

2. 購買套票的客人

A. 若整張套票包含的服務或產品尚未使用，可選擇

- i. 更改至其他匯演日期（須視供應情況及原有條件而定）；或
- ii. 按套票面值作全額退款。

B. 若套票包含的服務或產品已部份或完全使用，可選擇

- i. 更改至其他匯演日期（須視供應情況及原有條件而定）；在原來套票中其他已使用的服務或產品將不能再次使用。而未有在有效期內使用的服務或產品，亦會自動失效。
- ii. 為未使用的門票部份退款，退款額則以該門票面值與套票總面值之比例作計算。我們保留決定套票內各項目價值、收取任何適用之行政費用，以及確認最終退款金額之權利。

3. 購買酒店套票的客人

閣下可在酒店前堂接待處辦理門票的退款或更換場次。辦理時須出示有效身份證明文件及所有門票。退款或更換將依照本函第 2 條的相關規定辦理。

4. 經合作旅行社、代理、平台等購票

我們已通知各合作旅行社、代理及平台等安排退款，閣下可在演出取消 5 天後，向原購票渠道查詢退款進度。

5. 經票務處以現金購票

請到退款櫃台憑身份證明文件及門票正本辦理退款手續。

6. 贈票

贈票將不會獲得現金退款。如需查詢，請聯絡有關贈票的專屬公關 / 代表。

如有其他查詢，歡迎 閣下致電購票熱線(853) 8868 6767，免費電話：中國內地 400 842 3800、中國香港特別行政區 3851 3838、中國台灣 00 801 491 391，韓國 0 808 704 144 或電郵至 showenquiry@cod-macau.com。

感謝 閣下的諒解。期待 閣下再次蒞臨新濠天地，體驗更多精彩娛樂項目。

新濠天地度假村有限公司 謹啟

備註：新濠天地度假村有限公司將不會對門票以外之費用負上任何責任，如銀行收取之手續／行政費、匯率變化等。