Online Priority Stand-by Registration Procedure

2019/20 Young Friends individual members can login in the Young Friends' Website to request the stand-by tickets of other unselected 2020 Hong Kong Arts Festival Programme(s), Young Friends Special(s) or Rehearsal(s) 5 days until 24 hours prior to the start of each performance. (For example, the online priority stand-by registration period for 7/3 2:30pm - Béjart Ballet Lausanne Dixit is from 2/3 12am until 6/3 2:30pm.)

Steps (details picture below):

1. Log in to the Young Friends’ Website;
2. Go to the programme selection page and choose to register the stand-by ticket of your favoured performance during a designated time slot;
3. Confirm the selected programme choice(s);
4. Receive a “successful application” confirmation email at 10pm a day before the performance;
5. On the performance day, collect the ticket at the YFS Individual Member Ticket Redemption Counter by presenting the confirmation email (a print-out or an electronic version), a valid Young Friends membership card and student ID;
6. Enjoy the wonderful performance.
Step 1: Login to the Young Friends’ website: www.yfs.artsfestival.org

Firstly, please login to your Young Friends account.

Fill in “Young Friends ID” (Please refer to the back of membership card) and fill in ‘Password’ (HKID No. 【Capital Letter + first 5 digits】)
Step 2:
In the Programme Selection Page, Request stand-by ticket of your favoured Programme(s)

1. Click “PROGRAMMES”
2. Methods to select the programme(s)

A. Click on the display photo of an individual programme, the programme details, date and time availability will be displayed in a new window, as shown below:
B. Press the “+” button at the bottom right corner of each programme icon. You can browse and select that programme directly from the Programme Selection Page, as shown below:
Step 3: Confirm Selected stand-by Programmes

1. Upon selecting your programme, a notification window stating “Programme successfully selected” will pop up.

Programme successfully selected. You must click “Confirm” to secure bookings for your selected programmes.

2. In the purple underlay column at the right, confirm your choice.

Important

If confirm your selected programme, please click “CONFIRM STAND BY” to ensure the online stand-by registration is completed.

Edit Selected Programmes

Before clicking “CONFIRM STAND BY” (i.e. before successfully register in the stand-by), you may click the little cross to cancel or edit your programme choice.
Step 4: Confirmation Page and “Unable to attend”

Secure your programme

Upon clicking “CONFIRM STAND BY”, a purple underlay column with the word “CONFIRMED” will appear on the top right corner of the screen. Representing you have completed the online priority stand-by registration.

Unable to attend

If you are not able to attend your confirmed programme, please click “Unable to attend”. After that, your registration will be canceled and you will not be able to register for the same programme(s) again.

***To be considerate of others, if you are not able to attend the performance, please press “unable to attend” ASAP to release the quota.

***The pictures above are for reference only.
Special Notes

1. Online Priority Stand-by Registration Period starts at 12am 5 days before each programme until 24 hours prior to the start of each programme.

2. After selecting a programme, members must click the “Confirm” button in the selected programme column in order to secure their registration.

3. The number of online priority stand-by registration is not limited. If there are more than one programmes happen at the same period of time, only one can be selected.

4. Before clicking the “Confirm” button, members can freely edit their selected programme(s).

5. Upon receiving member’s programme stand-by registration, a “successful application” confirmation email will be sent at 10pm a day before the performance. Your stand-by ticket is then confirmed.

6. Tickets will be allocated on a first-come, first-served basis.

7. Members are required to arrive at the venue 45 minutes before the performance starts to collect the ticket. Ticket distribution will stop 15 minutes before the performance starts.

8. No admission will be allowed unless a confirmation email (a print-out or an electronic version), a valid Young Friends membership card and a student ID card / HKID card are presented.

9. Concert etiquette and house rules should be observed.

10. To be considerate of others, if you are not able to attend the performance, please press “unable to attend” ASAP to release the quota.

11. In case of unjustified absence, The Hong Kong Arts Festival Society Ltd reserves the right to charge the absentee the original ticket price or the event fee. The absentee may be removed from the priority list for subsequent performances or other Young Friends activities.

12. To protect the interests of members, all tickets are non-transferable. If discovered that the tickets have been transferred, the HKAF reserves the right to charge the ticket holder the price as stated on the ticket. If no price is indicated on the ticket, the HKAF reserves the right to charge the highest ticket price for the performance.
13. The Hong Kong Arts Festival reserves the final right to the allocation of tickets.

14. Dates and times of the Festival programmes are for reference only. Young Friends of the Hong Kong Arts Festival (HKAF) reserves the final right to make any changes.

15. The HKAF reserves the right to add, withdraw or substitute artists and / or vary advertised programmes, seating arrangements and audience capacities.