

LCSD clarifies that URBTIX system has operated normally throughout the day

Regarding media enquiries today (September 4) on the ticketing sales of the "My Love Andy Lau World Tour" Hong Kong 2018" concert through the URBTIX website, a spokesman for the Leisure and Cultural Services Department (LCSD) gave the following response:

The URBTIX system has operated normally throughout the day. Since a large number of customers were attempting to log in to the URBTIX system before the ticket sales started, the web traffic has been very busy since 8am so that some users may not be able to log in instantly and need to retry patiently.

In fact, the URBTIX system has been operating normally and selling tickets for the Andy Lau concert continuously since the ticket sales started. Around 60 000 tickets went on sale today and they were almost sold out by 3pm. Nearly 60 per cent of the tickets were sold in the first hour (10am to 11am) and over 90 per cent were sold before noon. Online sale of tickets has been smooth in general throughout the day.

The LCSD has implemented a series of measures to ensure that tickets can be sold through formal channels in an orderly and fair manner. URBTIX has also been enhancing the system functions to prevent browsing and ticket purchasing activities by automated computer programmes. In addition to the system's auto-retry access every three seconds for customers, the ticket sales updates are provided from time to time for better transparency.

When handling ticketing arrangements for very popular events, URBTIX proactively discusses with event organisers to set a maximum number of tickets that each patron can purchase per transaction and impose a limit on the number of tickets that can be purchased with the same credit card on the first day of public sale so that more people can have a chance to purchase tickets. For the Andy Lau concert, a maximum of four tickets can be purchased per transaction and the maximum number of tickets that can be bought with the same credit card on the first day of public sale is four. The LCSD has also been reviewing the ticket sale situation from time to time and investigating with the current system contractor of URBTIX for the enhancement and upgrade of the system functions including increase of web servers and bandwidth to strengthen the handling capacity and throughput of the system, as well as exploring any possible solutions to enhance the system capacity to cope with the immense demand during the first day of public sale for very popular events.

The LCSD will continue to review the ticketing arrangements through URBTIX and make reference to the experiences of markets inside and outside Hong Kong, as well as discuss with event organisers on the suitable ticketing arrangements for different programmes.