AIA Generasi Malaysia 2026 Concert
20 September 2026
Unifi Arena Bukit Jalil

Terms and Conditions

The Event

1. AIA Generasi Malaysia 2026 ("Event") is a local concert organised by AIA Malaysia (“Organiser”) on Sunday, 20 September 2026 at Unifi Arena Bukit Jalil Kuala Lumpur from 8.30pm to 10.40pm.
2. AIA Malaysia refers to AIA Bhd., AIA General Berhad, AIA Health Services Sdn. Bhd. and AIA Pension and Asset Management Sdn. Bhd.
3. This Event is open to all Participants and there shall be no fees or charges imposed to participate in this Event.

Event Terms Acceptance

1. By participating in the Event, the Participants agreed to be bound by the Event Terms and Conditions.

Ticket Redemption & Validity

1. Ticket redemption must be done **online only**. Tickets will be issued **electronically**. Detailed step-by-step instructions will be shared with all eligible participants in due course to redeem their tickets.
2. A valid and accurate identification number or passport number must be provided during ticket redemption. The organiser reserves the right to cancel any ticket if the information submitted is inaccurate, incomplete, or invalid.
3. All tickets are issued on a strictly non-refundable, non-exchangeable and non-transferrable basis.In the event of postponement or rescheduling, tickets shall remain valid for the new date and no refunds will be provided**,** unless otherwise determined by the Organiser in its sole discretion.
4. For the avoidance of doubt, each participant will receive a unique redemption code to register and redeem their ticket for the Event. **Each code is valid for one (1) ticket redemption only**.
5. Tickets are valid only when presented via the official platform with a unique QR code. Screenshots, duplicated copies, altered tickets or unauthorized reproductions will not be accepted and may result in denial of entry.
6. Each ticket is valid for **single entry only** and becomes void upon first successful scan. Re-entry may not be permitted unless expressly allowed by the Organiser.

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7. The Organiser and the appointed Ticketing Agency will not be responsible for any tickets that are **lost, stolen, or destroyed**.
8. Tickets must not be sold, resold, offered for **resale or used for commercial purposes.** Any ticket that is resold or transferred in breach of these Terms shall be void, and the holder may be refused entry or removed from the Event without refund or compensation.

Seating & Event Format

1. This is a **mixed-format event**, consisting of free standing, free seating, and numbered seating sections.
2. Free standing and free seating areas are allocated on a **first-come, first-served** basis.
3. For numbered seating sections, each redemption corresponds to **one (1) pre-assigned seat**, which will be stated in the confirmation. Once assigned, seats **cannot be changed**.
4. **Third parties** are not permitted to enter the event hall.
5. All seating arrangements are subject to change at the organiser's discretion.

Admission of Children

1. Children aged 5 years and above are permitted entry to seated sections provided they hold a valid concert ticket.
2. For safety reasons, free standing sections are strictly for individuals aged 12 years and above.
3. Every individual entering the venue, including children, must have a valid concert ticket.
4. Children aged 5 to 18 years must be accompanied by a parent, guardian, or an adult aged 21 years and above.
5. The accompanying adult and/or ticket holder is responsible for observing and complying with any entry requirement, venue rules or age restrictions relating to children.

Ticket Security & Verification

1. Participants must ensure that their unique redemption code, redeemed ticket and unique QR code are **not shared with any third party**. The redeemer is solely responsible for the **security and use** of the ticket.
2. A **valid QR code** must be presented and scanned for entry into the venue. Any removal, alteration, or defacement of the QR code may result in the ticket being **invalidated**.
3. The Organiser and the appointed Ticketing Agency may request **supporting verification**, such as the confirmation email with QR code and/or a valid identification document used during redemption.
4. The Organiser and the appointed Ticketing Agency reserve the right to **refuse entry** if ticket validity or identity cannot be verified to its satisfaction.
5. On-ground access control procedures are subject to these Terms & Conditions and any additional rules imposed from time to time.

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Unauthorised Purchases & Conduct

1. Ticket redemption must be made **only** through the official website at the appointed Ticketing Agency's website. Tickets obtained from unauthorised sources may be invalid and entry may be refused.
2. If false or incorrect information is provided during registration, the redeemer may be **barred from attending the event**.
3. The Organiser and the appointed Ticketing Agency reserve the right, without liability, to **refuse admission or remove any person** whose conduct does not comply with the Organiser or venue rules.

Weather Conditions

1. As this is an **indoor event**, it will not be affected by rain.

Delay, Postponement & Cancellation

1. Ticket exchanges, cancellations, or transfers are **not permitted** under any circumstances unless otherwise expressly stated.
2. In the event of postponement, tickets redeemed for the original event date may remain **valid for the new event date**, unless otherwise notified.
3. The Organiser reserves the right to **postpone, cancel, interrupt, or stop** the event due to adverse weather, dangerous situations, or other circumstances beyond its reasonable control.
4. If any performing group is unable to attend due to circumstances beyond Organiser's control, **no refund shall be issued**.

Changes to Event

1. The Organiser reserves the right to **withdraw, replace, add, or substitute performers**, and to vary the programme, event schedule, seating arrangements, or audience capacity **without prior notice**.

Consent & Assumption of Risk

1. By attending the event, participants agree to submit to **security checks.**
2. Participants are prohibited from bringing into the venue any weapons, illegal substances, hazardous materials, or any items deemed dangerous or inappropriate. Refusal to comply with security checks may result in denied entry.
3. Participants/Ticket holders **voluntarily assume all risks** associated with attending the event, whether occurring before, during, or after the event, including injury, loss, damage, liability, or death.

Recording

1. **Photography, audio recording, and video recording are strictly prohibited** during the event.

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Intellectual Property & Data Protection

1. Ownership or possession of a ticket does not grant any rights to use, reproduce, alter, or exploit any **logos, trademarks, or intellectual property** appearing on the ticket.
2. Personal information is collected to facilitate ticketing and related services and will be processed in accordance with the appointed Ticketing Agency's **Privacy Policy**.
3. **By registering, the participants consent to the appointed Ticketing Agency sharing their personal data with the Organiser and agrees that only the Organiser may contact the registrant for marketing, promotional, and future event communications, in accordance with the Personal Data Protection Notice Policy.**

Amendments & Other Terms

1. The Organiser reserves the right to **amend, supplement, or change** these Terms & Conditions at any time without prior notice.
2. All other applicable **ticketing, venue, and event entry terms & conditions** apply.

Exclusions /Indemnity

1. The Organiser and its affiliates, authorised dealers/distributors, agents or suppliers shall not be held liable for (a) any delay in performing or partial/total failure to perform any of its obligations to the Participants under this Event if such delay or failure is caused by circumstances beyond the reasonable control of the Organiser, its affiliates, authorised dealers/distributors, agents or suppliers, including without limitation delays, changes, disruptions, cancellations, diversions or substitutions howsoever caused including without limitation as a result of war, terrorist action or threatened terrorist action, strikes, hostilities, civil commotions, accidents, fire, flood or natural catastrophes; and (b) from any loss, damage to property, injury, or death resulting from or related to the Participants' participation or inability to participate in this Event, or the use, misuse or inability to use the Gifts and/or Prizes from the Event or any portion thereof.
2. The Participants forever waive, release and discharge the Organiser and its affiliates, authorised dealers/distributors, agents or suppliers from and against, any and all liabilities, costs, loss, damages or expenses which the Participant or any party claiming through the Participant hereafter may have arising out of acceptance of any Event Entry Tickets/Gifts and/or Prizes or participation in any activities during the Event including but not limited to death, personal injury and damage to property, whether or not direct, consequential or foreseeable.
3. Event Entry Tickets, Gifts and/or Prizes from the Activities are given and accepted entirely at the risk of the Participants. Any Event Entry Tickets, Gift and/or Prize-related expenses, including tax liabilities (if any) in relation to Event shall be the sole responsibility of the Participants.
4. The Event Entry Tickets, Gifts and/or Prizes are not exchangeable and/or transferable. Failure to accept an Event Entry Ticket, Gift and/or Prize by the Participants at the Event when required to do so shall constitute a rejection by such Participant(s) and the Organiser reserves its rights to award the Event Entry Ticket, Gift and/or Prize to another Participant(s).

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Unconditional Agreement

1. Acceptance towards attending the Event constitutes the Participants' unconditional agreement and permission to the Organiser and its agencies to use the Participants' names, video footages, voices, photographs and/or likeness for purposes of advertising, editorial, promotional, marketing, trade and/or other purposes without further compensation and notice, unless prohibited by law. The Organiser reserves the right to such forms of publicity and publication.

Laws

1. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia. Any dispute arising out of or in connection with these Terms and Conditions or the Event shall be subject to the exclusive jurisdiction of the courts of Malaysia.

Modifications

1. The Organiser reserves the right to add, delete, vary or amend the terms and conditions herein or change or modify any aspect of this Event, in whole or in part at any time and from time to time and at its sole discretion without notice and without liability to Participants, their guest(s) or any other party. Without prejudice to the aforesaid, the Organiser reserves the right to cancel, terminate or suspend this Event at any time without any liability or compensation whatsoever.

Cost

1. All costs incurred by the Participants in relation to and/or with respect to the Event including without limitation postal charges or Internet Service Provider (ISP) charges (if applicable), all transport costs, communication charges, accommodation, meal costs and other related costs incurred by the Participant as a result of and/or pursuant to his/her participation in the Event shall be solely borne by the Participant. The Organiser shall not be under any obligation to reimburse the Participant for any of such costs and expenses incurred thereof.

Miscellaneous

1. The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the remainder of the Terms and Conditions of the Event.

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