

SJM Kelly Yu Music Show Tickets – Terms and Conditions

SJM Resorts, Limited (“SJM”) is the host of SJM Kelly Yu Music Show (the Music Show). The Music Show will be held at The Grand Hall, Level 1, Grand Lisboa Palace Macau, on 22nd Aug, 2026, at 07:30pm.

Tickets – Terms and Conditions

1. Child who is 3 years old or under can be admitted without a ticket (subject to change depending on event) as long as the child without ticket does not occupy a seat.
1. Child who is 12 years old or under must be supervised by an adult at all times. If the child causes disturbance or nuisance to others, they may be asked to leave.
2. Original ticket must be presented for entry. Reissues for lost tickets cannot be processed under any circumstances. Late arrival may result in non-admittance.
3. Entry will be refused if tickets are damaged, defaced, forged or copied in any way or are not obtained through authorized means.
4. SJM reserves the right to refuse entry to (or remove from) the venue, any person who does not comply with these terms and conditions, or for safety, health, or security reasons. SJM shall not indemnify or be liable to any person in any way for such events.
5. All tickets sold are non-refundable, non-exchangeable, and non-transferable, unless the show is postponed or cancelled by SJM. Please see SJM Refund Policy on ticketing.sjmresorts.com. for further details.
6. SJM shall not be liable for any postponement or cancellation due to any force majeure such as power failure, fire, explosion, flood, typhoon Signal No. 8 and above, storm or similar disasters, strikes, industrial disputes, abnormally inclement weather, war, insurrection, riot, civil disturbance, acts or threats of terrorism, act of God, communicable disease outbreaks, industrial action, acts or regulations of national or local governments, governmental order or decrees, or any other cause beyond its reasonable control.
7. SJM reserves the right to charge a fee for the replacement of tickets and the right not to replace tickets if ticket holder details cannot be verified.
8. Ticket may not, without the prior written consent of SJM or the Promoter, be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes. If a Ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticket holder may be refused admission.
9. SJM reserves the rights to add, withdraw, rearrange and/or vary programs, venues, seating arrangements and audience capacity.
10. Cameras, audio and video recorders are not permitted inside the venue, unless previously authorized by SJM, Event Partner or Promoter.
11. By entering the venue, you consent and authorize SJM, Event Partner and Promoter to photograph, film, videotape, record, or reproduce your likeness, image and/or voice for any purpose without any payment or consideration.
12. By using this ticket, the ticket bearer agrees to this Terms and Conditions and Privacy Policy.
13. Any updated information will be announced on the official website and social media platforms of SJM without prior notice. Please pay close attention.
14. SJM reserves the right to amend the Terms and Conditions at any time without prior notice.
15. In case of any dispute, SJM shall reserve the final discretion of interpretation.
16. Macau law shall govern the use of this ticket.
17. These Terms and Conditions are governed by and construed in accordance with the laws of Macau SAR. In the event of any discrepancy between the Chinese and English versions of Terms and Conditions, the Chinese version shall prevail.

Important Notice

1. Bag searches will be conducted prior to entering the event hall. Bags/ boxes/ luggage larger than the dimensions of 30(L) x 20(W) x 50(H) cm are not allowed in the venue. Any items deemed to be dangerous or inappropriate by SJM are prohibited and prohibited items must be removed from the venue or discarded. Unlawful items and the person in possession of those items will be reported to the police.
2. Participants are responsible for their personal belongings and unattended items may be removed. SJM will not be liable for any loss or damage to any personal belongings.
3. No photography equipment, tablets, selfie sticks, recording devices or tripods is allowed. No Livestream is allowed.
4. No metal and glass containers are allowed.
5. No Flower basket is allowed.
6. Explosives, dangerous goods, inflammable materials, hazardous substances are prohibited inside the venue.
7. Possessing and using fireworks, pyro, aerosols or laser device, laser pointers, laser sticks and laser pens are prohibited.
8. Alcoholic beverages, controlled substances or drugs is prohibited inside the venue.
9. No offensive items, weapons, scissors, firearms (real or fake), or items longer than 1 foot is allowed.
10. No banners/ signs/ flags larger than 50cm x 50cm or luminous headgear is allowed.
11. Folding stools, chairs, footrests or ladders is prohibited inside the venue.
12. No baby strollers, recreational devices with wheels, hand carts or transportation tools with wheels is allowed.
13. Participants who throw objects on stage will be immediately ejected from the venue.
14. Smoking is prohibited in the venue, including but not limited to electronic cigarettes, ignited cigarettes, cigars, or pipes.
15. No compressed air horns, mobile amplifiers or speakers is allowed.
16. Participants enter the venue at their own risk, performance may contain strong and strobe lighting and smoke. To the maximum extent permitted by law, SJM will not be responsible for any loss, damage, harm or injury arising from the Music Show.
17. Please inform security if feeling unwell or any assistance is needed.
18. SJM cannot guarantee the participant's view is totally free from any obstruction during an event.

Updated as of 4th Aug, 2026