



COSPLAY MATSURI 2022

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BASIC TICKET INFORMATION

Where do you buy Cosplay Matsuri 2022 Tickets?

You can buy tickets online via this link: <https://smtickets.com/events/view/7901> from Nov 15, 2022 at 12:00 Noon until Dec 27, 2022 at 10:00 PM or at SM MOA Arena from Dec 28, 2022 to Dec 30, 2022 from 9:00 AM to 7:00 PM. You will only be able to buy 2 tickets per person. For SM MOA Arena On-the-Day tickets, you can only purchase the tickets for that day (ie. if you on Dec 28, you can only buy tickets for Day 1 (Dec 28) and not Day 2 (Dec 29) or Day 3 (Dec 30.)

Ticket stocks are different from Online tickets and SM MOA Arena On-the-Day tickets will be different so even if Online tickets are SOLD OUT, tickets will still be available at SM MOA Arena.

Ticket Prices

Ticket	Online	SM MOA Arena (Sold On the Day)
Day 1 (Dec 28)	Php349.00	Php349.00
Day 2 (Dec 29)	Php349.00	Php349.00
Day 3 (Dec 30)	Php349.00	Php349.00

I purchased my ticket online and was given a voucher. Is this the same as a ticket?

No, you must claim your ticket first at any SM Tickets outlet. Remember to present the voucher, valid ID, and credit card used upon claiming your tickets. You can claim them at any time before the event.

I lost my ticket, what should I do?

In the unfortunate event that you lose your ticket, SM Tickets can have it replaced. However, it is required to send a softcopy of the following items to customercare@smtickets.com:

- Affidavit of Loss
- Police Report
- A valid Government ID
- A validated transaction with SM Tickets
 - A document that contains the ticket type of the lost ticket that was bought

On the day of the event, please proceed to the Mall of Asia Arena ticket outlet and submit the original copy of the documents for validation. After successful validation, your ticket will be replaced.

Is the Day on the Ticket interchangeable?

Tickets are not interchangeable which means Day 1 Tickets can only be used on 28 Dec 2022, Day 2 Tickets can be used on 29 Dec 2022, and Day 3 Tickets can be used on 30 Dec 2022 only. **These cannot be exchanged on the day of the convention itself.**

What are the terms and conditions regarding ticket upgrades/exchanges?

- Upgrades/Exchange can only be made on **UNUSED, UNTAMPERED** tickets.
- If the ticket was bought at an SM Ticket Outlet (NOT ONLINE), tickets can **ONLY** be exchanged at the outlet where you bought the ticket from.
- If bought online (via www.smtickets.com) or at SM STORE (SM Department Store) or at EASTWOOD MALL, or at a Cosplay.ph event, tickets can only be upgraded at the **Mall of Asia Arena Coral Way Box Office**.
- The unused, untampered ticket **MUST** be surrendered to the SM Tickets outlet to be exchanged for your new, upgraded ticket.
- A reprint fee of **Php15.00** per ticket will be charged to the customer.
- Ticket upgrades will only be allowed **if there are tickets available**.

Can my tickets be refunded?

No, tickets are non-refundable once purchased.

SPECIAL ACCESS

Do you have any ticket prices for Children?

We do not have child ticket prices. **Kids 3 feet and below can enter the event premises free of charge** as long as they are accompanied by a full-paying Adult.

Do you have any special discounts for Senior Citizens and/or PWD?

Yes. A special discount of 20% for Senior Citizens and/or PWD can be availed per ticket. Please advise the SM Ticket attendant and present a Senior Citizen or a PWD ID to avail of the discount.

Are there any special tickets to participate in any of the competitions?

You will need a ticket to be able to enter the event and compete in the following contests: Dokuen Cosplay Contest, Anisong It Contest and Doujin Group Cosplay Contest . This includes any

supporting staff of the contestants such as handlers, personal assistants, technical assistants, stage ninjas, family members, and the like.

As some of the contests may require early call time, we strongly advise the contestants to purchase their tickets in advance to be able to skip the lines.

MISCELLANEOUS

I bought my tickets from FB Marketplace / EventBrite etc and was given a QR code. Is this valid?

SM Tickets is our **Exclusive Ticketing Partner** and buying from resellers or other third-party online ticket-selling portals runs a very high risk of getting FAKE tickets. We strongly discourage you from buying from these resellers unless you have the means to personally verify the authenticity of the tickets being sold.

As a reminder, all Cosplay Matsuri Tickets are ACTUAL PRINTED TICKETS on official SM Tickets paper. We will not accept any tickets that are: paper printouts from your printer; QR codes; Bar Codes or photos of tickets on your mobile device.

As this is a personal transaction between you and a reseller, we cannot be responsible for non-working and fraudulent QR codes, bar codes, etc. nor can both SM Tickets or Cosplay.ph can issue refunds for these.

Why is there only a limited quantity of tickets?

Each ticket tier will have limited set quantities per day in line with the Health and Safety protocols implemented by SMX and the Pasay City local government.

Why is a ticket selling limited to fully vaccinated individuals?

Tickets will only be available and sold to fully vaccinated individuals in line with the Health and Safety protocols enforced by SMX and the Pasay City local government. This is also for the health and safety of all of our customers and the general public.

COSPLAY MATSURI GUESTS OF HONOR

Are there any special tickets to meet the Guests of Honor?

You will only need a general admission ticket, but there will individual rules for Guest of Honor's Autographs / Handshake / Photo Sessions including a purchase requirement of the Guest of Honor's merchandise.

Why are there purchase requirements? Why are there only limited slots?

These are guest merchandise and the profits made from them go to the respective guests. This is also an opportunity to support these guests by purchasing their merchandise. Slots are limited to avoid overexerting the guests.

FURTHER INFORMATION

Where can I find more information about Cosplay Matsuri?

- Keep updated with the latest Cosplay Matsuri news:
 - Website: <https://www.cosplay.ph>
 - Facebook: <https://www.facebook.com/CosMatsuri/>
 - Twitter: <https://twitter.com/cosplayph>
 - Other Social Media Channels: <https://beacons.ai/cosplayph>
- For ticket inquiries, contact SM Tickets:
 - Hotline: +63 2 8470-22-22
 - Website: <https://www.smtickets.com/>
 - Email: customercare@smtickets.com
- Email us: admin@cosplay.ph

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