

SEDULI THERAPY
PRESENTS

JOJOYOUNG

IN JAKARTA

FAQ - ENGLISH

TICKETS

Tickets' categories

There are 2 ticket categories: **VIP** and **GENERAL ADMISSION**.

If you have any medical problems, please contact the venue directly or the Seoul Therapy team by e-mail at events@seoultherapy.co.uk or DM through twitter [@seoul_therapyID](https://twitter.com/seoul_therapyID).

Refunds and exchanges

Refunds will be sent by the event organizer (Seoul Therapy Indonesia and Headliner Indonesia). Information regarding refunds will be posted through Instagram [@headliner.id](https://www.instagram.com/headliner.id) and Twitter [@seoul_therapyID](https://twitter.com/seoul_therapyID).

Resale

E-ticket exchanges to wristband can only be done if the name on the E-Ticket and Identity Card (KTP) are the same. If the name on the E-Ticket and Identity Card are different, then the person exchanging the ticket has to bring a Letter of Attorney (with a materai) that has been signed by the ticket owner.

HOW DO I GET TO THE VENUE?

Impact Community, Mall of Indonesia
Mall of Indonesia Lantai P3, Jl. Boulevard Barat Raya, Kelapa Gading, Jakarta Utara.

Enter through car park: Through MOI parking building on P3

Enter through mall (MOI): head on to 2nd floor escalator in front of Sports Station. There will be an escalator in front and follow signs towards venue.

HOW TO GET TO THE CONCERT?

Seoul Therapy Indonesia and Headliner Indonesia team asks you not to come too early before the doors open. A queue number system will be in place for all ticket holders. Please refer to this system and look out for the show rundown on Instagram ([@seoul_therapy](https://www.instagram.com/seoul_therapy) & [@headliner.id](https://www.instagram.com/headliner.id)) and Twitter ([@seoul_therapyID](https://twitter.com/seoul_therapyID)).

Schedule

JAKARTA

13:00	E-ticket exchange for GA and VIP + merchandise booth open
15:30 - 16:15	Preparation for 1:1 photo session for VIP ticket holders
16:30 - 17:15	1:1 photo session for VIP ticket holders
17:30	Gates Open for All - entrance will be according to queue number
18:30	Show time

Timings are subject to change, please refer to our social media accounts for further information

ENTRANCE AND TICKET BENEFITS

VIP

VIP ticket holders will be the first to enter the concert venue. They will have access to a one-on-one photo session with the artists and will receive a signed poster.

To make sure everyone gets an enjoyable experience, please respect the staff's instructions not to waste time during the photo session.

It will not be possible to get a signature or a selfie with the artists.

PLEASE LIMIT PHYSICAL CONTACT WITH THE ARTISTS AND RESPECT THEIR PERSONAL SPACE.

Gifts must be handed over to staff members, who will give them to the artists after verification.

The VIP photo session is a time of sharing between fans and artists. To make this experience enjoyable for all, a few rules have been put in place.

- **WHERE CAN I FIND MY GROUP PHOTO?**

All photos will be available on the Seoul Therapy website at www.seoultherapy.co.uk. The two best photos of each group will be available.

- **CAN I TALK TO THE ARTISTS?**

You can say hello to the artists and talk to them quickly. Please note that some artists may not be fluent in English and may not understand you. We ask everyone to bear in mind that other people are waiting to meet the artists, so time will be limited.

- **CAN I HUG THE ARTISTS?**

The artists have the right to refuse any physical contact, so we ask you to limit physical exchanges. **PLEASE ASK FOR CONSENT BEFORE APPROACHING THE ARTISTS.** We remind you to remain respectful in all circumstances.

- **CAN I BRING A GIFT TO THE ARTISTS?**

Gifts are accepted. It is not possible to give them directly to the artists. Please note that all gifts must be given to the staff first and given to the artists later. Gifts should be wrapped as minimal as possible to ensure smooth security checking.

- **CAN I BRING FOOD FOR THE ARTISTS?**

No, gifts in the form of food and drinks are not accepted.

- **CAN I BRING AN ALBUM TO BE SIGNED?**

It will not be possible to ask for autographs during the VIP session.

General Admission

General Admission ticket holders will enter the venue at the scheduled time:

TICKET REGISTRATION: starts from 13:00 PM

DOORS OPEN: 17:30 PM

DURING THE SHOW

For everyone's well-being, please pay attention to the people around you. If you see anyone behaving suspiciously, or if you see anyone on the verge of passing out, please warn our staff or the venue staff so that we can intervene immediately.

Enjoy the show!

MERCHANDISE

Merchandise will be on sale in limited quantities and payment will be done with cash and QRIS. For further information regarding merch, please refer to [@sphere.gu](#) on Instagram and [@seoul_therapyID](#) on twitter.

PROHIBITED ITEMS

- Large bags
- DSLR cameras
- Liquids more than 100ml
- Food and drinks

LOST AND FOUND

All guests must collect their belongings before leaving the room. In the event of loss or misplacement, please contact the venue directly, as Seoul Therapy will not be able to respond to such requests.

PHOTOS AND VIDEOS

By attending this event, you are entering an area where photography, audio and video may be recorded. By entering the event premises, you consent to the use and possible disclosure of your image.

SOCIAL MEDIA

You can find all our latest content, news and events on our different accounts. Feel free to tag us on social media:

INSTAGRAM - [@seoul_therapy](#) and [@seoul_therapy_events](#).

TWITTER - [@seoul_therapyID](#) and [@seoul_therapy](#)

Our Instagram filters are available on the Seoul Therapy account.

THE SEOUL THERAPY TEAM HOPES YOU ENJOY THE SHOW!

JOJOYOUNG

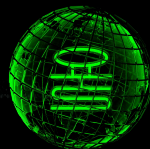
IN JAKARTA

CONTACT

PR : promotions@seoultherapy.co.uk

Events : events@seoultherapy.co.uk

Recruitment and everything else : contact@seoultherapy.co.uk



@seoul_therap