



#JomMinumMILO Bersama Park Seo-Jun di Malaysia Event! (25 February 2023)

FAQ

Q1: When is the #JomMinumMILO Bersama Park Seo-Jun di Malaysia Event!?

A: The event will be held on the 25th of February 2023 (Saturday) from 11am to 3pm. Winners are encouraged to arrive between 10am – 10.30am to settle in the event space.

Q2: Where is the #JomMinumMILO Bersama Park Seo-Jun di Malaysia Event!?

A: The event will be held at the Sunway Pyramid Ice located at LG2, Sunway Pyramid Shopping Centre.

Q3: How can I join the event?

A: This event is exclusive ONLY for those who participated in the Promotion and won the Event Ticket to attend the “#JomMinumMILO Bersama Park Seo-Jun di Malaysia!” Event.

Q4: How can I get the Event Ticket?

A: The Winners of these Promotions will receive a WhatsApp notification from **6018 388 2455** to collect their Event Tickets to attend the Event.

- Peraduan #JomMinumMILO Bersama Park Seo-Jun di Malaysia!
(<https://www.milo.com.my/ms/kolaborasi-bertenaga>)
- Dear Nestlé Meet Park Seo-Jun Contest
(<https://www.dearnestle.com.my/bm/milo-meet-parkseojun>)

Q5: What is the minimum age allowed to enter the #JomMinumMILO Bersama Park Seo-Jun di Malaysia Event!?

A: Only 18 years and above are allowed to enter the event. The Organiser shall reserve the right to request evidence of identification documents.

Q6: I received the WhatsApp notification from 6018 388 2455 to collect my Event Ticket to attend #JomMinumMILO Bersama Park Seo-Jun in Malaysia Event! When and where can I collect the Event Ticket?

A: The Event Ticket collection details are stated on the image you receive in WhatsApp. You are required to show the following items to the staff at the Registration Counter for Event Ticket collection at the LG2 Central Avenue, Sunway Pyramid Shopping Centre **on 24th February 2023 (Friday) from 10am to 10pm:**

- 1) the e-ticket image from your WhatsApp message
- 2) your MyKad/Identification Card
- 3) your receipt/invoice (original hardcopy) submitted for Peraduan #JomMinumMILO Bersama Park Seo-Jun di Malaysia!

Q7: What am I expected to receive on the day of the Event Ticket collection (24th February 2023)?

A: You will receive

- One (1) Event Wristband, and
- One (1) physical Event Ticket.

Both must be presented on the event day (25th February 2023) for you to be allowed entry into the Event venue.

Q8: I did not collect the Event Ticket on 24th February 2023 (Friday). Can I collect the Event Ticket on 25th February 2023 (Saturday)?

A: **NO**. As we anticipate a large crowd on the event day itself, the Registration Counter for the Event Ticket collection will be closed on the 24th of February 2023 at 10pm sharp.

**Q9: I am unable to collect the Event Ticket on 24th February 2023 (Friday).
Can I send a representative to collect the Event Ticket on my behalf?**

A: **YES**. You can get a representative to collect the Event Wristband and physical Event Ticket on your behalf but you need to provide all of the following items for your representative to show to our staff at the Registration Counter for the Event Ticket collection:

- 1) a letter (hardcopy or digital) stating
 - i) Your details (Full Name, MyKad No/Identification Card No, Mobile Number)
 - ii) Your representative details (Full Name, MyKad No/Identification Card No)
 - iii) Your reason for not being able to come personally to collect your Event Ticket
- 2) photocopy of your MyKad (hardcopy) or image of your MyKad for verification purposes
- 3) your representative's MyKad/Identification Card
- 4) the image from your WhatsApp message forwarded to your representative
- 5) your receipt/invoice (original hardcopy) submitted for Peraduan #JomMinumMILO Bersama Park Seo-Jun di Malaysia! (a digital copy is acceptable if you cannot pass the hardcopy to the representative personally)

**Q10: I have lost the e-ticket image from the WhatsApp message.
Can I request for it to be resent to me?**

A: **YES**. You may call the Nestlé Customer Service number: 1-800-88-3433 to request that the WhatsApp image be resent to you.

Q11: Will there be transport and accommodation provided to the Winners to the event?

A: **NO** transport and accommodation are provided to the Winners.

Q12: I forgot to bring my Event Ticket and/or Wristband to the event on 25th February 2023 (Saturday).

Can I get another Event Ticket and/or Wristband at the event?

A: **NO** replacement for Event Ticket and/or Wristband will be given on the day of the event. Every winner is only entitled to one set of physical Event Ticket and Wristband. No replacement will be provided. **Only Event Ticket and Wristband holders will be allowed entry into the event venue.**

Q13: Are there allocated seats for the event?

A: **NO.** To accommodate all winners, there will be no seating available. This is a standing event.

If winners require a seat during the event, please call the Nestlé Customer Service number: 1-800-88-3433 to inform us latest by 23rd February 2023.

Please note that seats are limited and reserved for those who are either elderly, pregnant ladies, and/or physically disabled. For the safety of all winners, throughout the event, the seatings provided are strictly not to be moved from the position set by the Organiser.

Q14: I could not attend the event on 25th February 2023 (Saturday), can I pass my Event Ticket and Event Wristband to my family member or friend?

A: **NO.** Prizes are strictly not transferable, assignable, exchangeable, or redeemable by the Winner in any other form or manner other than that specified by the Organiser.

Q15: I won my Event Ticket by participating in Peraduan Dear Nestlé Meet Park Seo-Jun; hence I do not have a receipt/invoice (hardcopy) to show during Event Ticket and Wristband collection.

A: Understood that there will be no proof of purchase involved for the Dear Nestlé Meet Park Seo-Jun contest, however, you will still need to prepare the items below to collect your Event Ticket and Wristband:

- 1) the e-ticket image from your WhatsApp message
- 2) your MyKad/Identification Card