



SISTIC Raffles City Counter Ceases On 1 June: Ticket Buyers's Options

Description

Raffles City Singapore has a practical service update for concert, theatre and event buyers: its SISTIC ticketing counter service will cease operations from 1 June 2026.

Until then, the concierge page lists SISTIC counter operating hours as 12pm to 8pm daily and notes that only cashless payments are accepted.

This matters most for buyers who still depend on assisted counter purchases, especially for senior family members or for events where seating choices feel easier to discuss in person. After 1 June, the purchase path shifts to digital and phone support.

For time-sensitive ticket launches, set up the SISTIC account, saved payment method and mobile app access before the sale date. That reduces the risk of losing seats while resetting passwords or confirming card details.

Keep the hotline number handy if app checkout fails.

What Changes

The Raffles City page places the SISTIC counter at Level 1, Concierge, opposite Li-Hong Jade at #01-36G. It states that the counter will cease operations on 1 June 2026.

The same page gives three alternatives: buy tickets online at SISTIC, use the SISTIC Mobile App or call the SISTIC hotline at 65 6348 5555.

- Counter location: Level 1 Concierge, opposite Li-Hong Jade, #01-36G.
- Current hours: 12pm to 8pm daily.
- Payment mode: cashless only.
- Cease date: 1 June 2026.



Raffles City remains a central City Hall mall even after the ticketing counter change.

What Ticket Buyers Should Do

If you still prefer an assisted purchase, complete it before 1 June. After that, treat SISTIC as a digital-first purchase path and make sure your account, payment card and mobile app login work before major on-sale timings.

For older family members who used the Raffles City counter, it is worth setting up the app or online account together before the next high-demand ticket sale.

- Raffles City concierge page: [Visit Us](#).
- Ticketing platform: [SISTIC](#).
- Related reads: [Business](#).

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The change affects the Level 1 concierge-linked SISTIC counter at Raffles City.

Location Notes

- [Raffles City Singapore](#)

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