Regarding the TOKYO 2020 Olympics and Paralympics Tickets

The Tokyo Organising Committee of the Olympic and Paralympic Games
(Important) Change of Schedule

In light of the prospect that a policy of the government on a state for 12 July and onward of the Stronger Measures to Prevent Infection currently in effect until 11 July will be made in the near future, Tokyo 2020 has decided to postpone the result announcement of lottery for Olympic Ticket to implement the spectator capacity limit from the date notified earlier. Other timelines have also been pushed back as follows. We ask for your understanding.

- **Result Announcement of Lottery on Tickets Owned to Implement Venue Spectator Capacity Upper Limit**
  (Before) Early morning on Tuesday, 6 July 2021
  ↓
  (After) Early morning on Saturday, 10 July 2021

- **Start of Home Print Ticket Issuance**
  (Before) Early morning on Tuesday, 6 July 2021
  ↓
  (After) Early morning on Saturday, 10 July 2021

- **Voluntary Refund Application Period**
  (Before) Early morning on Tuesday, 6 July ~ 11:59 a.m. on Thursday, 15 July 2021
  ↓
  (After) Early morning on Saturday, 10 July ~ 11:59 a.m. on Tuesday, 20 July 2021
Upon Decision regarding Spectator Capacity Limit
Major Topics

• Implementation of “Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders Version 1.0”
• Lottery on Certain Sessions to Implement Spectator Capacity Limit for Olympic Games
• Change in Method of Ticket Issuance (to Home Print Ticket in PDF Format)
• Cancellation of Tokyo 2020 Ticket Resale Service and Implementation of Voluntary Refund
• Cancellation of Additional Sales of Olympic Tickets
• Additional Sales of Paralympic Tickets (TBD; Online sales only if implemented)
• Cancellation of the Main Ticket Centre and Sales of Day of the Session Tickets at Venues
• Termination of “Initial In-Person Ticket Sales Using a Postcard Lottery”
Tokyo 2020 Ticket / Overall Timeline (Changed)

- 6/21: Capacity Limit Decision for Olympic
- 6/23: Capacity Limit Decision for Olympic
- 7/10: Early morning
- 7/8: Change of Limit
- 7/21: Olympic Games
- 8/8: Olympic Games
- 8/24: Paralympic Games


★OLY/10 July: Result Announcement of Lottery to Implement Spectator Capacity Limit

★OLY/Home Print Ticket Issuance Start

★OLY/Voluntary Refund Application Start (~7/20AM)
※No Ticket Resale Service

※Paralympic timeline will be announced upon decision of spectator capacity limit.
Regarding Additional Sales of Tickets

・No additional sales of Olympic tickets will be made. (※)

・Decision on additional sales of Paralympic tickets will be made going forward and announced. If the sales is made, it will be the on-line sales only.

・The Main Ticket Centre will not be operated and no sales of day of the session tickets at the Ticket Box Offices at Venues will be made for both Olympic and Paralympic.

・The “initial in-person ticket sales using a postcard lottery” has been terminated and will not happen. Our sincere apologies for all the applicants for the postcard lottery.

Regarding Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders Version 1.0
For Visitors to Tokyo 2020 Venues with Ticket

• “Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders” has now been put in place for visitors to Tokyo 2020 venues with ticket.

• We believe that safe and secure Tokyo 2020 Games can be achieved with visiting and spectating the Games in compliance with the rules by each of you. Your understanding and cooperation are cordially requested to ensure the safe and enjoyable Games for everyone.

• The contents of “Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders” are deemed to constitute the rules to be complied with pursuant to “Tokyo 2020 Terms and Conditions of Ticket Purchase and Use”. Failure to comply may result in refusal of entry and enforceable request to leave the venue.

• Please comply with the items described in the Guideline en route to and when leaving, and inside and in the proximity of, the venue. Please refer to the Guideline for details.
Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders

Comply with items described in the Guideline during a journey to/from and inside the venue. Refer to the Guideline for details.

**Before Visiting Venues**
- Downloading COVID-19 Contact Confirming App (COCOA) and similar app recommended
- Attention to Health Condition

**En Route to Venues**
- Wear mask
- Refrain from talking and chatting in public transportations
- Prevent crowds and allow plenty of travel time
- Cooperate with staggered entry
- Go straight to venues from home or accommodation

**Entry into Venues**
- When waiting in line, maintain physical distancing
- Follow temperature check
Comply with items described in the Guideline during a journey to/from and inside the venue. Refer to the Guideline for details.

### Inside Venues

- Wear mask
- Cover your mouth when coughing; wash your hands regularly; sanitise your hands and fingers
- Refrain from talking loudly, cheering and whistling
- When having food or beverages, refrain from talking and promptly put your face mask back on after eating or drinking
- When queuing up at concession stands and toilets, maintain physical distancing
- Follow instruction in case being asked to move to another seat
- Avoiding unnecessary detours
- Do not eat nor drink in the aisles with a group of people

### After Sessions

- Cooperate with staggered departure
- Return directly to home and accommodation
- Do not eat or drink on the street, or chat or cheer
- keep ticket for 14 days
For Visitors to Tokyo 2020 Venues with Ticket

We ask for your understanding and cooperation for the following, to ensure safe staging of Tokyo 2020 Games as promised to the world.

• Wear a mask, refrain from cheering, yelling and whistling

• Show your rooting for athletes and emotion to outstanding performances with “clapping”

• Help the best athletes in the world in achieving their best performances with “passion” from your heart

• We ask for your help in implementing COVID-19 countermeasures, by complying with behavior rules and manners such as refraining from talking while eating and drinking and conceding to each to avoid crowding.

※ As the arrival/departure routes at venues may differ from usual to reduce crowding, please follow instructions by venue staff.
Control of Movement of People as COVID-19 Countermeasures

For Visitors to Tokyo 2020 Venues with Ticket

To prevent COVID-19 spread, we ask for your cooperation in controlling movement of people.

• In order to prevent crowds from forming on various means of transport, allow yourself plenty of travel time to venues.

• To help control movement of people, two-way travels directly between the venue and your home/accommodation is strongly requested.

• We ask for your understanding and cooperation for not making public nuisance to people around and residents living nearby by refraining from such acts as cheering, eating and drinking and chatting in public transportations and on the streets.

• When visiting venues from other prefecture, cooperation for control of movement of people is particularly requested, with ample care about COVID-19 countermeasures while using public transportations and accommodations and while dining.
Gratitude and Further Request

To many organisations and corporates, as well as broad range of fans, all of whom are providing valuable support for Tokyo 2020 Games.

Thank you very much for understanding and cooperation for the safe and secure Tokyo 2020 Games. We ask for your continued support as we get closer to the Games time.

• Please cheer for the Games by watching TV at home, if you want to do so other than spectating at venues.

• While it was announced that the live sites and public viewings had been cancelled, further cooperation from marketing partners and the Games-related municipalities for controlling movement of people is being sought, by implementing such measures as promoting remote work even more.

Your continued support is highly appreciated, while Tokyo 2020 Organising Committee is committed to continuing steady preparations for safe staging of Tokyo 2020 Games, working closely with the relevant parties.
Regarding Change in Method of Issuance of Olympic and Paralympic Ticket
A type of ticket to be issued will be the “home print ticket” in a pdf file format only, as such reasonable period of time until the Games time that would otherwise be required for postal delivery of tickets in paper form will not be secured following the recent announcement of spectator capacity limit. Your understanding will be much appreciated.

From **10 July**, home print tickets will be made available for downloading in “My Ticket” on the Tokyo 2020 Official Ticket Site. Download the pdf file, print it at home or other suitable place in advance and bring it to the venue. Those valid tickets for which a delivery in a paper form was selected upon purchase will be delivered by registered postal mail in order after the Games. Details will be provided separately to applicable ticketholders.

<table>
<thead>
<tr>
<th>Previous Ticket Types</th>
<th>Paper Form (Postal Delivery)</th>
<th>Home Print Ticket</th>
<th>Mobile Ticket</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(After Change)</strong> Type of Ticket to be Issued</td>
<td><strong>Home Print Ticket (in pdf format) Only</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Illustration of Home Print Ticket
Home Print Ticket will be downloadable in “My Ticket” on the Tokyo 2020 Official Ticket Site. 

**<Olympic Ticket Downloadable from>** Tuesday, 6 July → 10 July early morning

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**Download**
To download and print ticket by ticket in a separate pdf file

**Download All**
To download and print all the tickets owned at once in a single pdf file
Points to Note about Home Print Ticket

• Home Print Ticket will be issued in pdf file format.

• Download a pdf file and print it at home or otherwise (on A4 paper recommended) before you leave for the session.

• A unique QR code will be printed on each ticket. Check the seat/ticket numbers and give them correctly to your accompanying spectators. If the same ticket is given to more than one person, only the first person will be admitted to the venue.

• If you are unable to print for yourself, you will be able to enter the venue by showing the ticket on your smartphone screen. However, please make sure to download tickets in advance and forward each of your accompanying spectators a correct separate pdf file. ※Please be reminded that mobile communication may be interrupted at venues due to crowd gathering or other reason.

• A unique QR code which admits you to the venue will be printed on a ticket. To prevent from your ticket being wrongfully misused, proper care needs to be taken and absolutely do not upload a photographic image of your ticket or the QR code on blogs or SNSs.
Regarding Voluntary Refund of Olympic Ticket
In light of the change in ticket handling this time and introduction of the COVID-19 countermeasures, for those holders of tickets good for spectating (those shown as “valid”) who wish to have their tickets refunded, another opportunity for refund will be provided within a period as described below.

This refund opportunity can be used by those ticketholders who are now unable or do not wish any more to spectate the session.

Tokyo 2020 Ticket Resale Service, though planned before, will not be implemented. Those ticketholders who have considered using the Resale Service are encouraged to use the refund opportunity this time.

Please be reminded that there is no plan for further voluntary refund or an official ticket resale service.
**Overall Refund Process**

**Refund Application Period**

**Olympic**

Early Morning on Saturday, 10 July 2021 to 11:59 a.m. on Tuesday, 20 July 2021

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**Refund Issuance**

**Olympic**

In order and After the Olympic/Paralympic Games

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**STEP 1**

Visit the official ticket website

Refund applications can only be made from the official ticket website, only by the purchasers themselves.

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**STEP 2**

Select the tickets to apply for a refund

Refund applications may not be cancelled once submitted. *You may submit additional applications.*

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**STEP 3**

Refund completed

The refund method differs depending on the payment method upon purchase.
Overall Procedure of Refund Application

Step 1: Go to the “My Ticket” page in the official ticket website. Check “Lottery Application History” → “Purchase History” → “Order Number” (1st lottery/additional sales/2nd lottery), then select “Detail”.

Step 2: Select “Refund Application” in the Detail page and verify your password.

Step 3: Check Purchaser Information, agree to Terms and Conditions for Ticket Refunds and select tickets to be refunded. *You can choose the number of tickets to apply for a refund, except TOKYO 2020 Group Tickets and Wheelchair Tickets.

Step 4: Confirm and submit your application. *You may not cancel your application after submission (but may apply for an additional refund during the application period).

Step 5: After the Games, the refund method will be notified.

Visa
- The refund will be issued through the issuer of your Visa card.

Cash (at a convenience store)
- The refund will be transferred to a financial institution account in the name of the purchaser. You will be asked to register your account information.
Illustration of Refund Application Page

From “My Ticket”, select ticket(s) to be refunded, then submit them for refund application. You may not cancel your application after submission.
## Overview of Refund (1)

<table>
<thead>
<tr>
<th>Item</th>
<th>Content</th>
</tr>
</thead>
</table>
| Eligible Person             | Those who purchased the Games tickets through the official ticket website and wish to have a refund.  
-Only the purchasers themselves may apply for a refund (under the name registered upon purchase).  
-If you are abroad during the refund application period, please call the Tokyo 2020 Ticket Customer Centre. The Customer Centre will proceed to the refund application on your behalf. Refund applications via the official website cannot be made from overseas. |
| How to Apply                | Apply for a refund from the “My Ticket” page in the official ticket website                                                            |
| Refund Application Period   | **Early morning on Saturday, 10 July 2021 to 11:59 a.m. on Tuesday, 20 July 2021**  
*The period for Olympic only (refer to a later page for Paralympic)  
*Please be sure to apply for a refund well in advance, as the system may be busy toward the end of period. |
| Total Refund Amount         | Face value of the tickets and fees (issuance fee and delivery fee)  
-The delivery fee may or may not be refunded depending on whether you have selected all or part of your tickets for refund. The payment charge will not be refunded. (The details are described at a later page.) |

*Ticket purchasers will receive an email regarding the refund procedures.  
*The “My Ticket” page will be under maintenance from 1 July until the refund application period opens (early morning on Tuesday, 6 July).
Overview of Refund (2)

Up to all the tickets purchased are refundable to those who wish to have a refund. You need to apply for a refund per purchase. (1st lottery/additional sales/2nd lottery)

<table>
<thead>
<tr>
<th>Item</th>
<th>Type of Ticket</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refundable Tickets</td>
<td>General Tickets</td>
<td>You can choose the number of tickets you wish to apply for a refund.</td>
</tr>
<tr>
<td></td>
<td>Wheelchair Tickets and Companion Tickets</td>
<td>If you have a wheelchair ticket and a companion ticket, they must be cancelled together. (You may not apply for a refund for one of them.)</td>
</tr>
<tr>
<td></td>
<td>TOKYO 2020 Group Tickets</td>
<td>TOKYO 2020 Group Tickets must be cancelled by the group.</td>
</tr>
</tbody>
</table>
# Overview of Refund (3)

<table>
<thead>
<tr>
<th>Item</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund Issuance</td>
<td>Refund will be issued in order after the Olympic and Paralympic Games. Details will be provided to your registered email account after the Games.</td>
</tr>
</tbody>
</table>
| Refund Method         | The refund method differs depending on your payment method upon purchase.  
                        ① If you paid by Visa → Refund issued to the Visa card you used upon purchase  
                        ② If you paid with cash → Refund transferred to your financial institution account (Registration required)  
                        *The refund method and timing differ depending on the Visa card issuers. Please enquire to your card issuer for details.  
                        *Please register a financial institution account in the name of the purchaser (the name registered upon purchase). If you do not have an account in the name registered upon purchase due to reasons such as marriage, please contact Tokyo 2020 Customer Centre. |
## Refund of Fees

Refund following “lottery on tickets owned to implement spectator capacity limit” and “voluntary application” will include the fees as specified in the table below, together with the face value of the tickets. The total refund amount differs depending on the ticket types and the payment methods. The ticket face value and the fees will be refunded per purchase. (1\textsuperscript{st} lottery/additional lottery/2\textsuperscript{nd} lottery)

If all the tickets owned have been invalidated as a result of the lottery on tickets owned to implement spectator capacity limit, all the issuance and delivery fees will be refunded as there will be no ticket delivery in paper form.

<table>
<thead>
<tr>
<th>Refund Scope</th>
<th>Refund all the tickets (following lottery and voluntary application)</th>
<th>Refund some of the tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Type of Ticket</td>
<td>Paper</td>
</tr>
<tr>
<td>Payment Method</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visa</td>
<td>Issuance fee</td>
<td>JPY 324 / ticket</td>
</tr>
<tr>
<td></td>
<td>Delivery fee</td>
<td>JPY 864 / order</td>
</tr>
<tr>
<td>Cash</td>
<td>Issuance fee</td>
<td>JPY 324 / ticket</td>
</tr>
<tr>
<td></td>
<td>Delivery fee</td>
<td>JPY 864 / order</td>
</tr>
<tr>
<td></td>
<td>Payment charge</td>
<td>No refund</td>
</tr>
</tbody>
</table>
Other Remarks for Spectating the Games
Make sure to register the spectator names in advance, which can be changed until the day of session.
Have each spectator bring ID document to prove his/her name, as verification of identification may be requested at venues. Without verification, entry may be declined. Contact information on the purchaser may be asked as well.
Resale of tickets via an auction website or otherwise is strictly prohibited.
Any ticket posted on an auction website or similar internet services will be invalidated and not be good for entry.
For Purchasers of TOKYO 2020 Group Tickets (Reprinted)

- Group Tickets for Opening/Closing Ceremonies
  Entry for the Opening/Closing Ceremonies with the Tokyo 2020 Group Tickets will be allowed only on an entire group basis and only upon identification verification of all the members in the group. Details of entry will be sent to a registered email address of the purchaser by the day of ceremony.

- Group Tickets for Competitions
  Verification of identification of the spectators may be requested at venues. Have each spectator bring ID document to prove his/her name. Without verification, entry may be declined.
To Avoid Crime and Fraud (Reprinted)

-Refund procedure
When applying for a refund, make sure you visit the official ticket website and sign in to the “My Ticket” page.
The Tokyo 2020 Organising Committee does not visit your house, send an email or make a phone call to ask your financial institution account information or credit card number.
Olympic  https://ticket.tokyo2020.org/
Paralympic  https://ticket.tokyo2020.org/Paralympic/

-Announcement via email
Announcement emails will be sent to the ticket purchasers from time to time. However, to prevent it from being classified as spam, emails about login or payment do not contain the URLs of the Tokyo 2020 Official Ticket Website or otherwise.
We do not contact the ticket purchasers using postcard, telephone, SMS or through other channels.

-Impersonation and other fraud
Please be careful with impersonation and other fraud pretending to be the Tokyo 2020 Organising Committee.
Changes to the Ticket Conditions (Reprinted)

As the Games have been postponed, the terms and conditions (age limits) have been changed as follows.

<table>
<thead>
<tr>
<th>Type of Ticket</th>
<th>Before</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Tickets</td>
<td>*Admission will be free (no seat / no ticket required) for one child per one ticket holder, if the child is <strong>under the age of 2</strong> (as of the competition day).</td>
<td>*Admission will be free (no seat / no ticket required) for one child per one ticket holder, if the child is <strong>under the age of 3</strong> (as of the competition day).</td>
</tr>
<tr>
<td>TOKYO 2020 Group Tickets</td>
<td>Tickets for families or groups with one or more children <strong>at the age of 12 and under</strong>, senior citizens at the age of 60 and over, and/or people with disabilities (including wheelchair users).</td>
<td>Tickets for families or groups with one or more children <strong>at the age of 13 and under</strong>, senior citizens at the age of 60 and over, and/or people with disabilities (including wheelchair users).</td>
</tr>
<tr>
<td>*Sold out</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>