



Regarding the Refund for the TOKYO 2020 Olympics and Paralympics Tickets

The Tokyo Organising Committee of the Olympic and Paralympic Games

Regarding the Tickets that have been Already Purchased

The Tokyo 2020 Organising Committee is currently working toward the Games held in 2021 to be operated safe and secure environment as has been planned. In principle, the tickets that have been already purchased will be valid for the same session on the new date.

However, to those who are unfortunately unable to attend the session on the new date, we will offer a refund.

Should we not be able to provide an opportunity to spectate the Games due to COVID-19, we will offer an additional opportunity to apply for a refund.

The coordination meeting for COVID-19 countermeasures in November and other meetings will look at COVID-19 countermeasure planning. The deliberations will be announced to the public as and when appropriate. We are planning to deliver the Games with safety as the priority, including the COVID-19 countermeasures.

Thank you for your kind understanding.

*The refund details described in this material apply only to those who purchased their tickets directly from the Tokyo 2020 Official Ticket Website. The tickets purchased through Authorised Ticket Resellers (ATRs) will be handled in line with each ATR's terms and conditions.



Overview of the Refund for the tickets purchased before the Games have been postponed

Overall Refund Process

Refund Application Period

Olympics:

**Early morning on Tuesday, 10 November 2020
to 11:59 a.m. on Monday, 30 November 2020**

Paralympics:

**Early morning on Tuesday, 1 December 2020
to 11:59 a.m. on Monday, 21 December 2020**

Refund Issuance

Olympics:

Refund issuance starts
from late December 2020

Paralympics:

Refund issuance starts
from mid January 2021

STEP1



Visit the official
ticket website

STEP2



Select the tickets
to apply for a refund

STEP3



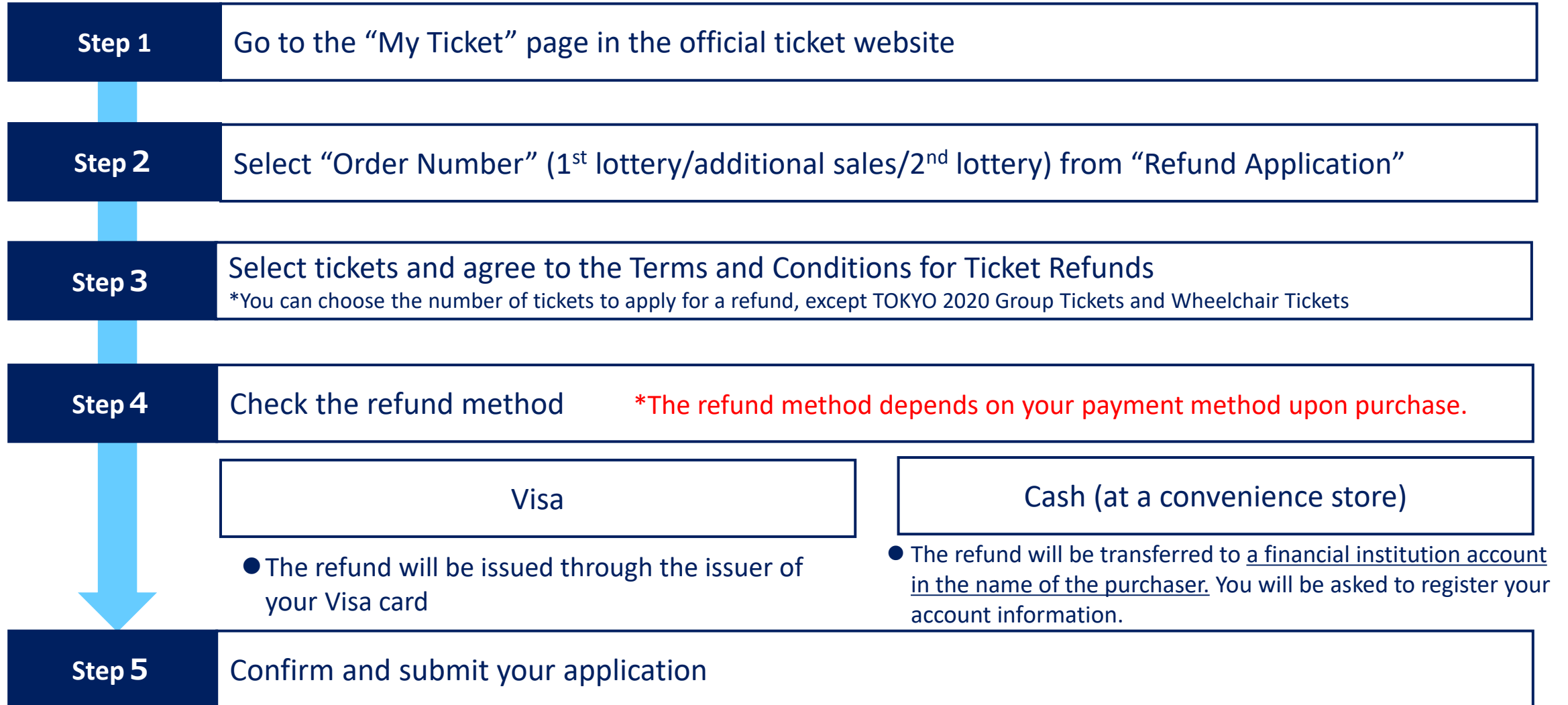
Refund completed

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

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

The refund method differs depending
on the payment method upon purchase.

Overall Procedure of Refund Application



*You may not cancel your application after submission (but may apply for an additional refund during the application period).

Image of Refund Application Page

Please select the tickets to apply for a refund from the “My Ticket” page.

If you do not wish to cancel all of the tickets in the same session, please select the number of tickets you wish to have a refund for from the top or the bottom of the list.

Please note that you cannot change the delivery address and the names of the spectators from the “My Ticket” page during the refund application period. We will announce more details regarding this once they are confirmed.

The screenshot displays the Tokyo 2020 website's "Refund Application" page. The navigation bar includes "My Ticket" which is highlighted with a red box. The page title is "Refund Application" with a progress indicator showing three steps: 1. Select ticket, 2. Confirm the refund method, and 3. Confirm the refund application. The main content area shows a table of tickets for a Women's First Round football match. Two tickets are selected with blue checkmarks, which are also highlighted by a red box. The table columns are: Number of Sessions, Price Level, Type, Price, Ticket Number, Spectator, and Reason for Refund. Below the table is a "Details of Refund application" summary table.

| Number of Sessions | Price Level | Type | Price | Ticket Number | Spectator | Reason for Refund | |
|---|-------------------------------------|------|------------|---------------|-------------|-------------------|---------------------------|
| Football (FCFBL02) Women's First Round Refund Information | <input checked="" type="checkbox"/> | A | General | 8,000 Yen | T0016041890 | 五輪太郎 | Postponement of the Games |
| | <input checked="" type="checkbox"/> | A | General | 8,000 Yen | T0016041891 | 五輪次郎 | Postponement of the Games |
| | <input type="checkbox"/> | A | Wheelchair | 3,000 Yen | T0016041892 | 五輪三郎 | Postponement of the Games |
| | <input type="checkbox"/> | A | Companion | 3,000 Yen | T0016041893 | 五輪四郎 | Postponement of the Games |

| Details of Refund application | Number of Sessions | Number of Tickets | Ticket Price (Tax included) |
|-------------------------------|--------------------|-------------------|-----------------------------|
| | 1 Session | 2 Tickets | 16,000 Yen |

Overview of Refund (1)

| Item | Content |
|---------------------------|--|
| Eligible Person | <p>Those who purchased the Games tickets through the official ticket website and wish to have a refund following the postponement of the Games</p> <ul style="list-style-type: none">-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 | <p>Olympics: Early morning on Tuesday, 10 November 2020 to 11:59 a.m. on Monday, 30 November 2020</p> <p>Paralympics: Early morning on Tuesday, 1 December 2020 to 11:59 a.m. on Monday, 21 December 2020</p> <p>*Please be sure to apply for a refund well in advance.</p> |
| Total Refund Amount | <p>Face value of the tickets and fees (issuance fee and delivery fee)</p> <p>-The delivery fee and the issuance fee may be refunded as well as the face value of the tickets depending on the ticket type you have selected upon purchase. The payment charge will not be refunded. (The details are described at a later page.)</p> |

*Ticket purchasers will receive an email regarding the refund procedures.

*The “My Ticket” page will be under maintenance from 4 November until the refund application period opens.

Overview of Refund (2)

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)

| Item | Type of Ticket | Content |
|--------------------|--|---|
| Refundable Tickets | General Tickets | You can choose the number of tickets you wish to apply for a refund. |
| | Wheelchair Tickets and Companion Tickets | 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.) |
| | TOKYO 2020 Group Tickets | TOKYO 2020 Group Tickets must be cancelled by the group. |

Overview of Refund (3)

| Item | Content |
|-----------------|--|
| Refund Method | <p>The refund method differs depending on your payment method upon purchase.</p> <ul style="list-style-type: none">① If you paid by Visa → Refund issued to the Visa card you used upon purchase② If you paid with cash → Refund transferred to your financial institution account (Registration required) <p>*The refund method and timing differ depending on the Visa card issuers. Please enquire to your card issuer for details.</p> <p>*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.</p> <p>*If we are not able to issue a refund to your Visa card or financial institution account due to an error, or a transfer fails because the registered information is incorrect, we will notify you of a transfer on a later date to complete your refund application. The transfer fee to re-transfer the refund will be at your expense.</p> <p>*As the ticket lottery and sales were targeted to the domestic residence, the refund transfer will be made to domestic financial institution accounts in principle. If you prefer to receive your refund to your foreign bank account, fees may be charged at your expense. We may check your ID and/or ask reasons you selected a foreign bank account when conducting an international transfer.</p> |
| Refund Issuance | <p>Olympics: Refund issuance starts from late December 2020</p> <p>Paralympics: Refund issuance starts from mid January 2021</p> |

Refund of Fees

In addition to the face value of the tickets, the following fees will be refunded.

The total refund amount differs depending on the ticket types and the payment methods.

The ticket price and the fees will be refunded per purchase. (1st lottery/additional lottery/2nd lottery)

| | | Refund all the tickets | | | Refund some of the tickets | |
|----------------|------|------------------------|------------------------------------|-----------|------------------------------------|-----------|
| Type of Ticket | | Paper | Mobile Ticket Home Print Ticket | Paper | Mobile Ticket Home Print Ticket | |
| Payment Method | Visa | Issuance fee | JPY 324 / ticket | — | JPY 324 / ticket | — |
| | | Delivery fee | JPY 864 / order | — | No refund | — |
| | Cash | Issuance fee | JPY 324 / ticket | — | JPY 324 / ticket | — |
| | | Delivery fee | JPY 864 / order | — | No refund | — |
| | | Payment charge | No refund | No refund | No refund | No refund |

To Avoid Crime and Fraud

-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.

<https://tokyo2020.org/en/tickets/>

<https://tokyo2020.org/en/paralympics/tickets/>

-Announcement via email

An email regarding the refund will be sent to the ticket purchasers. However, to prevent it from being classified as spam, it does **not contain the URL of the Tokyo 2020 Official Ticket Website**.

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.

To the media and press

To prevent the ticket purchasers from being a victim of crime and fraud, we ask for your kind cooperation in disseminating the information on the correct refund procedure. The refund application can only be made from the official ticket website.

Changes to the Ticket Conditions

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

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

Future Sales of Games Tickets

Future sales of Tokyo 2020 Games tickets, as well as the official resale service, will be announced via the official website and other communications channels once they are available.

*Plans for in-person ticket sales using postcard lottery are currently under review. The details will be announced via the official website and other communications channels once they are confirmed.

*Regarding the Tokyo 2020 Olympic Official Hospitality Packages and Tokyo 2020 Official Trip Packages, please enquire to the service providers.

*Regarding overseas tickets sales, please enquire to the NOC, NPC or the Authorised Tickets Resellers of respective territories.



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