Regarding the TOKYO 2020 Olympics and Paralympics Tickets

The Tokyo Organising Committee of the Olympic and Paralympic Games
For Those Who Purchased Tokyo 2020 Games Ticket

The decision was made at the Five-Party meeting held on 8 July that no spectators will be allowed into venues located in Tokyo, Chiba, Saitama and Kanagawa during the Olympic Games. We deeply regret for all the ticket purchasers that this measure had to be put in place, though it is a critical measure to prevent the infection spread.

On the other hand, spectators up to 50% of venue capacity and not more than 10,000 people will be allowed into venues located in Miyagi, Ibaraki and Shizuoka (with only school programme ticket being allowed in Ibaraki). About the sessions subject to the lottery to reduce spectators, the result will be announced in the early morning on 10 July. Please be aware of and make sure to take the COVID-19 countermeasures when visiting the venue. (※See the following pages about Sapporo Dome in Hokkaido and Fukushima Azuma Baseball Stadium in Fukushima.)

Tokyo 2020 will continue to do its best to hold the Games which are safe and secure, thereby generating a support from people in Japan and elsewhere in the world in these challenging times, sharing a power to overcome the current difficulties with all of you by showcasing athletes’ passion and outstanding performance, and contributing to achieving a better and diverse world which represents visions of Olympic and Paralympic Games.
Following a Five Party Meeting and Local Municipalities Working Group meeting, Tokyo 2020 initially announced that events at the Sapporo Dome would be open to spectators. However, the Hokkaido prefectural government informed Tokyo 2020 that it has since decided to hold all events in Hokkaido without spectators, because of the difficulty of preventing travel from Tokyo, where a state of emergency has been declared. We therefore regret to confirm that no spectators will be permitted at any Tokyo 2020 events taking place at the Sapporo Dome.

The results of the recent ticket lottery appearing on the Tokyo 2020 website from today will initially still be showing details of those who were selected to attend events in Sapporo, but these will be labelled "Ticket Not Available" and it will not be possible to download the tickets.

We sincerely apologize for the disappointment and inconvenience this will cause, and ask for your understanding. We will be contacting all affected ticket holders directly by e-mail.
(10 July Addition) Spectators Not Allowed at Fukushima Azuma Baseball Stadium in Fukushima

Following a Five Party Meeting and Local Municipalities Working Group a meeting attended by heads of prefectures and cities hosting venues held on 8 July, Tokyo 2020 initially announced that events at the Fukushima Azuma Baseball Stadium would be open to spectators. However, the Fukushima prefectural government informed Tokyo 2020 that it has since decided to hold all events in Fukushima without spectators, taking into account the recent increase in the rate of new coronavirus infections elsewhere in the country and the responses of the other local authorities concerned. We therefore regret to confirm that no spectators will be permitted at any Tokyo 2020 events taking place at the Fukushima Azuma Baseball Stadium.

The results of the recent ticket lottery appearing on the Tokyo 2020 website from today will initially still be showing details of those who were selected to attend baseball and softball events in Fukushima, but these will be labelled "Ticket Not Available" and it will not be possible to download the tickets.

We sincerely apologize for the disappointment and inconvenience this will cause, and ask for your understanding. We will be contacting all affected ticket holders directly by e-mail.
Upon Decision regarding Spectator Capacity Limit
### Spectator Limit and Rules on Night Sessions per Venue Location

<table>
<thead>
<tr>
<th>Venue Location</th>
<th># of Sessions</th>
<th>Spectators</th>
<th>Upper Limit</th>
<th>Rules on Night Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tokyo</td>
<td>541</td>
<td>Not allowed</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Chiba</td>
<td>47</td>
<td>Not allowed</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Saitama</td>
<td>86</td>
<td>Not allowed</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Kanagawa</td>
<td>42</td>
<td>Not allowed</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Hokkaido</td>
<td>5</td>
<td>Not allowed (changed)</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Miyagi</td>
<td>6</td>
<td>Allowed</td>
<td>Up to 50% of venue capacity and 10,000 people or less</td>
<td>○</td>
</tr>
<tr>
<td>Fukushima</td>
<td>3</td>
<td>Not allowed (changed)</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Ibaraki</td>
<td>8</td>
<td>Allowed</td>
<td>School Programme Tickets only (Not allowed)</td>
<td></td>
</tr>
<tr>
<td>Shizuoka</td>
<td>12</td>
<td>Allowed</td>
<td>Up to 50% of venue capacity and 10,000 people or less</td>
<td>–</td>
</tr>
</tbody>
</table>
## Competitions/Sessions Held in Hokkaido, Miyagi, Fukushima, Ibaraki (With Spectators)

<table>
<thead>
<tr>
<th>Location</th>
<th>Competition</th>
<th>Venue</th>
<th>Sessions to End by 9 p.m.</th>
<th>Sessions to End Later Than 9 p.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hokkaido</td>
<td>Football</td>
<td>Sapporo Dome</td>
<td>Changed to no spectators</td>
<td>Changed to no spectators</td>
</tr>
<tr>
<td>Miyagi</td>
<td>Football</td>
<td>Miyagi Stadium</td>
<td>Can spectate</td>
<td>Can spectate</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7/10: Lottery result announcement</td>
<td>7/10: Lottery result announcement</td>
</tr>
<tr>
<td>Fukushima</td>
<td>Baseball/Softball</td>
<td>Fukushima Azuma Baseball Stadium</td>
<td>Changed to no spectators</td>
<td>Changed to no spectators</td>
</tr>
<tr>
<td>Ibaraki</td>
<td>Football</td>
<td>Ibaraki Kashima Stadium</td>
<td>School Programme Tickets only</td>
<td>(Spectators not allowed)</td>
</tr>
</tbody>
</table>
### Competitions/Sessions Held in Shizuoka (With Spectators)

<table>
<thead>
<tr>
<th>Location</th>
<th>Competition</th>
<th>Venue</th>
<th>Sessions to End by 9 p.m.</th>
<th>Sessions to End Later Than 9 p.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shizuoka</td>
<td>Cycling (Road)</td>
<td>Fuji International Speedway</td>
<td>Can spectate</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>Cycling (Track)</td>
<td>Izu Velodrome</td>
<td>Can spectate</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>Cycling (Mountain Bike)</td>
<td>Izu MTB Course</td>
<td>Can spectate</td>
<td>—</td>
</tr>
</tbody>
</table>
Tokyo 2020 Ticket / Overall Timeline (Changed)

6/21 6/23 7/10 7/21 8/8 8/24
★Capacity Limit Decision for Olympic →7/8 Change of Limit ★Olympic 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.
Among those held at venues with spectators, the sessions subject to the “lottery of tickets owned to implement spectator capacity limit” (up to 50% of venue capacity and not more than 10,000 spectators) are listed as follows.
Announcement of lottery result: Early morning on Saturday, 10 July

<table>
<thead>
<tr>
<th>Competition</th>
<th>Session Code</th>
<th>Venue</th>
<th>Date</th>
<th>Start Time</th>
<th>Session Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Football</td>
<td>TOFBL20</td>
<td>Miyagi Stadium</td>
<td>28 July 2021</td>
<td>17:00</td>
<td>Men’s First Round (2 matches)</td>
</tr>
<tr>
<td>Football</td>
<td>TOFBL27</td>
<td>Miyagi Stadium</td>
<td>31 July 2021</td>
<td>17:00</td>
<td>Men’s Quarterfinal</td>
</tr>
</tbody>
</table>

※Football sessions at Sapporo Dome and Baseball/Softball sessions at Fukushima Azuma Baseball Stadium have been deleted due to the change to no spectators in Hokkaido and Fukushima.
How to Find Status of Your Ticket

Venue Location
- Tokyo
- Kanagawa
- Chiba
- Saitama
- Hokkaido
- Fukushima (Ibaraki)

Description on Website
- Ticket Not Available

Ticket Issuance
- Ticket cannot be issued

※ "Ticket Not Available" session is unavailable for spectating by general ticketholders regardless of "Valid" "Invalid" description.
※ As Ibaraki is good for the school programme ticket only, tickets purchased on Tokyo 2020 Ticketing Website cannot be used.

Miyagi
Shizuoka

Valid

Invalid

Ticket can be issued
Ticket cannot be issued (by lottery)
No Spectators/Ticket Not Available – How to Find Ticket Status

Make sure to check the status of your ticket in “My Ticket” on Tokyo 2020 Ticketing Website. (From early morning on Saturday, 10 July)

A session marked as "Ticket Not Available" is unavailable for spectating by general ticketholders regardless of the "Valid" "Invalid" description, for which a ticket cannot be issued.

※As Ibaraki is good for the school programme ticket only, tickets purchased on Tokyo 2020 Ticketing Website cannot be used.
With Spectators – How to Find Ticket Status

Check “Status” column in “My Ticket” on the Tokyo 2020 Ticketing Website from early morning 10 July.

Status of Ticket

<table>
<thead>
<tr>
<th>Status of Ticket</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid (Usable)</td>
<td>Ticket remaining valid for spectating session</td>
</tr>
<tr>
<td>Invalid (Not Usable)</td>
<td>Ticket no longer valid for spectating as a result of lottery to implement spectator capacity limit</td>
</tr>
<tr>
<td>Purchase Cancelled</td>
<td>Ticket already refunded on the previous opportunity</td>
</tr>
</tbody>
</table>

※As Ibaraki is good for the school programme ticket only, tickets purchased on Tokyo 2020 Ticketing Website cannot be used.
Home Print Ticket for a valid ticket will be downloadable in “My Ticket” on the Tokyo 2020 Ticketing Website.  

Olympic Ticket Downloadable from: Saturday, 10 July early morning

1️⃣ Download
To download and print ticket by ticket in a separate pdf file

2️⃣ Download All
To download and print all the tickets owned at once in a single pdf file

3️⃣ Not Downloadable
Ticket with this description is not available
## Sessions to Start Before and to End Later Than 9 p.m.

<table>
<thead>
<tr>
<th>Location</th>
<th>Competition</th>
<th>Venue</th>
<th>Spectating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hokkaido</td>
<td>Football</td>
<td>Sapporo Dome</td>
<td>Changed to no spectators</td>
</tr>
<tr>
<td>Miyagi</td>
<td>Football</td>
<td>Miyagi Stadium</td>
<td>Can spectate</td>
</tr>
</tbody>
</table>
Those Ticketholders Who Are No Longer Able to Spectate Session following No Spectator Policy or Lottery to Implement Spectator Capacity Limit

If you find “Ticket Not Available” or “Invalid” in My Ticket, ticket(s) will not be made available to you due to the no spectator policy or as a result of the lottery. Our sincere apologies for being unable to provide you with opportunity to spectate the session you had been looking forward to.

A ticket marked as “Invalid (Not Usable)” will automatically be categorized as refundable. No application will be required during the voluntary refund application period (early morning on Saturday, 10 July ~ 11:59 a.m. on Tuesday, 20 July).

A refund will be provided to applicable ticket purchasers. We will send an email to your registered email address after the Games. Then, your refund will be processed in order.

<table>
<thead>
<tr>
<th>Payment Method at Purchase</th>
<th>Refund Method</th>
<th>Refund Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Card</td>
<td>To be credited to your Visa account used at purchase</td>
<td>In order after the Games</td>
</tr>
<tr>
<td>In Cash</td>
<td>To be wire-transferred to bank account designated by you</td>
<td></td>
</tr>
</tbody>
</table>
Handling of Paralympic Ticket

While the Five-Party Meeting on 21 June decided that “the policy for the Paralympic Games will be decided by 16 July, one week before the Opening Ceremony of the Olympic Games”, the Meeting on 8 July further decided that “the decision regarding the admission of Paralympic event spectators will now be taken when the Olympic Games end, as it will now be necessary to make a decision based on the infection situation prevailing at the time”.

Accordingly, result announcement of lottery/start of home print ticket issuance/application for voluntary refund, scheduled for Friday, 16 July, have been postponed.

Details will be announced including on Tokyo 2020 Official Website as they are determined.
Voluntary refund application for valid ticket for a session with spectators will need to be made between Saturday, 10 July and Tuesday, 20 July.

※ Application will not be required for invalidated ticket (automatically categorized as refundable).

Refund Application Period

Olympic
Early Morning on Tuesday, 6 July 2021
to 11:59 a.m. on Thursday, 15 July 2021

Refund Issuance

Olympic
In order and After the Olympic/Paralympic Games

STEP1
Visit the official ticket website
Refund applications can only be made from the official ticket website, only by the purchasers themselves.

STEP2
Select the tickets to apply for a refund
Refund applications may not be cancelled once submitted. *You may submit additional applications.

STEP3
Refund completed
The refund method differs depending on the payment method upon purchase.
Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders

Please comply with the Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders while spectating the Games.

【Visiting and Leaving Venues】  
・Attend to health condition  
・Wear mask  
・Refrain from talking and chatting in public transportations  
・Prevent crowds and allow plenty of travel time  
・Cooperate with staggered entry/departure  
・Go straight to venues from and back to home or accommodation  
・Do not eat or drink on the street, or chat or cheer  
・Keep ticket for 14 days  
・When visiting from other prefecture, be mindful of proper behavior to prevent infection in the venue area

【In Venues】  
・Wear mask  
・Cover your mouth when coughing; wash your hands regularly; sanitise your hands and fingers  
・When waiting in line, maintain physical distancing  
・Follow temperature check  
・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

Thorough compliance with COVID-19 countermeasures are strongly requested by the municipalities of venue locations.

Please note the following notices by the Office of Promotion of COVID-19 Countermeasures at the Cabinet Office.(※)  
・For residents in State of Emergency area: avoid straddling over area borders for dispensable travel to prevent infection in other areas; in an indispensable travel, take thorough measures and take a test at a place of origin or destination.  
・For residents in Stronger Measure Enforcement area: avoid straddling over area borders, especially to and from State of Emergency areas

※ https://corona.go.jp/emergency/