



# About Ticket Refund due to the Venue Change for Athletics (Marathon) of Olympic Games

---

# Overview

During the IOC Executive Board on 4 December 2019, it was approved that the venue for Athletics (Marathon) of Olympic Games would be changed to Sapporo Odori Park, and the tickets for Athletics (Marathon), which will be held at Sapporo Odori Park, will not be sold. The tickets for this session will be treated as follows.

| Session                             | Before   | Now   |
|-------------------------------------|--|---|
| Women's Marathon/Athletics<br>ATH05 | Date/Time: 6:00 – 12:00 (JST), Sunday 2 August<br>Venue: Olympic Stadium<br>Sport and Event:<br>Women's Marathon/Women's Hammer Throw Qualifying Round/Women's 3000m Steeplechase Qualifying Round/Women's Long Jump Qualifying Round/Men's Discus Throw Victory Ceremony/Women's Shot Put Final/Men's 400m Qualifying Round/4 × 400m Relay Mixed Victory Ceremony | Date/Time: 9:10 – 12:00 (JST), Sunday 2 August<br>Venue: Olympic Stadium<br>Sport and Event:<br>Women's Hammer Throw Qualifying Round/Women's 3000m Steeplechase Qualifying Round/Women's Long Jump Qualifying Round/Men's Discus Throw Victory Ceremony/Women's Shot Put Final/Men's 400m Qualifying Round/4 × 400m Relay Mixed Victory Ceremony |
|                                     |  | Date/Time: 7:00 – 10:15 (JST), Saturday 8 August<br>Venue: Sapporo Odori Park<br>Sport and Event: Women's Marathon Final <b>*No ticket sales</b>  |
| Men's Marathon<br>ATM02             | Date/Time: 6:00 – 8:45 (JST), Sunday 9 August<br>Venue: Olympic Stadium<br>Sport and Event: Men's Marathon Final   | Date/Time: 7:00 – 9:45 (JST), Sunday 9 August<br>Venue: Sapporo Odori Park<br>Sport and Event: Men's Marathon Final <b>*No ticket Sales</b>   |

## Marathon (Olympic Stadium) Session Ticket Purchasers

### ① For those who have purchased the tickets for Women's Marathon/ Athletics (Olympic Stadium);

- ✓ The tickets purchased before the venue was changed were to spectate both Women's Marathon and Athletics
- ✓ There will be no ticket sales for Women's Marathon held in Sapporo
- ✓ All previously scheduled events will be held on 9:10 – 12:00 (JST), Sunday 2 August, with the exception of the Women's Marathon.
- ✓ You will get a partial refund for the price difference, and be able to spectate the Athletics session (with the exception of the Women's Marathon)
- ✓ If you do not wish to spectate this session, a full refund shall be made

### ② For those who have purchased the tickets for Men's Marathon (Olympic Stadium);

- ✓ There will be no ticket sales for Men's Marathon held in Sapporo
- ✓ You will get a full refund

To those who purchased the relevant tickets, an email containing detailed information had sent on 10 February. If you have not received the e-mail, please contact the call center.

# Ticket Refund

|        | Women's Marathon / Athletics                             |            |            |            | Men's Marathon   |           |
|--------|--|------------|------------|------------|--|-----------|
| Refund | Partial Refund   |            |            |            | Full Refund  |           |
| Price  | Type   | Before     | Now        | Difference | Type   | Price     |
|        | A  | JPY 30,000 | JPY 25,000 | JPY -5,000 | A  | JPY 6,000 |
|        | B  | JPY 21,000 | JPY 19,000 | JPY -2,000 | B  | JPY 4,000 |
|        | C  | JPY 16,000 | JPY 14,500 | JPY -1,500 | C  | JPY 2,500 |
|        | D  | JPY 8,000  | JPY 7,000  | JPY -1,000 | Wheelchair Tickets<br>Companion Tickets<br>(Level 1)     | JPY 4,000 |
|        | E  | JPY 5,000  | JPY 4,000  | JPY -1,000 | Wheelchair Tickets<br>Companion Tickets<br>(Level 2 / 3) | JPY 2,500 |
|        | Wheelchair Tickets<br>Companion Tickets<br>(Level 1)     | JPY 8,000  | JPY 7,000  | JPY -1,000 | TOKYO 2020<br>Group Tickets                              | JPY 2,020 |
|        | Wheelchair Tickets<br>Companion Tickets<br>(Level 2 / 3) | JPY 5,000  | JPY 4,000  | JPY -1,000 |  |           |
|        | TOKYO 2020<br>Group Tickets                              | JPY 2,020  | No change  | —          |  |           |

\*TOKYO 2020 Group Ticket holders will not get refund, for the ticket price will not be changed

\*If you have purchased tickets for Women's Marathon and Athletics, and do not wish to spectate the renewed Athletics session, please follow the procedures in the email to make a cancel request and get a full refund

# Charge Refund

In addition to the face value of the ticket, the following charges shall be refunded.  
The total amount to be paid back differs depending on the ticket types and payment methods

|                |      | Those who purchased the relevant session only   |                                     | Those who purchased other sessions as well  |                                    |
|----------------|------|---|-------------------------------------|---|------------------------------------|
| Ticket Type    |      | Paper   | Mobile Ticket<br>Home Print Ticket  | Paper   | Mobile Ticket<br>Home Print Ticket |
| Payment Method | Visa | Print fee:<br>JPY324 per ticket<br>Delivery fee:<br>JPY864 per order  | —                                   | Print fee:<br>JPY324 per ticket<br>Delivery fee:<br>No refund                                 | —                                  |
|                | Cash | Print fee:<br>JPY324 per ticket<br>Delivery fee:<br>JPY864 per order<br>Payment charge:<br>JPY432 per order | Payment charge:<br>JPY432 per order | Print fee:<br>JPY324 per ticket<br>Delivery fee:<br>No refund<br>Payment charge:<br>No refund | Payment charge:<br>No refund       |

\*If you plan to spectate the renewed session, charge will not be refunded

## Refund Method: Postal Transfer Payment Certificate

|                                |  |
|--------------------------------|--|
| Refund Method                  | <ul style="list-style-type: none"><li>-Refund will be made through the postal transfer payment certificate</li><li>-The postal transfer payment certificate will be sent by JC (Chokin Jimu Centre) in a green envelope through standard mail services.</li><li>-Bring your ID to a nearby Japan Post Bank or the appropriate counter at a Postal Office to convert it into cash</li></ul> |
| Delivery Schedule              | The payment certificate will be delivered to the ticket purchasers in early April 2020   |
| The Refund Period at a Counter | The payment certificate will be valid for six months after the issuance  |

## ② For those who have purchased tickets for Men's Marathon(Olympic Stadium)

The following is for those who purchased tickets for the Men's Marathon (Olympic Stadium) session

**Prior to the general sales, pre-sale of the tickets for the "READY STEADY TOKYO – Athletics", which will be held on Tuesday 5 and Wednesday 6 May (both holidays), will be held exclusively for the Men's Marathon (Olympic Stadium) ticket purchasers. Details will be sent to the eligible people in late February by email.**

【Outline】

Event: READY STEADY TOKYO – Athletics

Organizer: Japan Association of Athletics Federations

Co-host: Tokyo 2020, TMG (subject to change)

Supervision: Japan Association of Athletics Federations

Date/Time: Tuesday 5 and Wednesday 6 May 2020

Venue: Olympic Stadium

Event:

[Men] 100m, 200m, 1500m, 110mH, 400mH, 3000m Steeplechase, High Jump, Long Jump, Shot Put,  
Javelin Throw, Decathlon, 4×100mR, 4×100mR Mixed

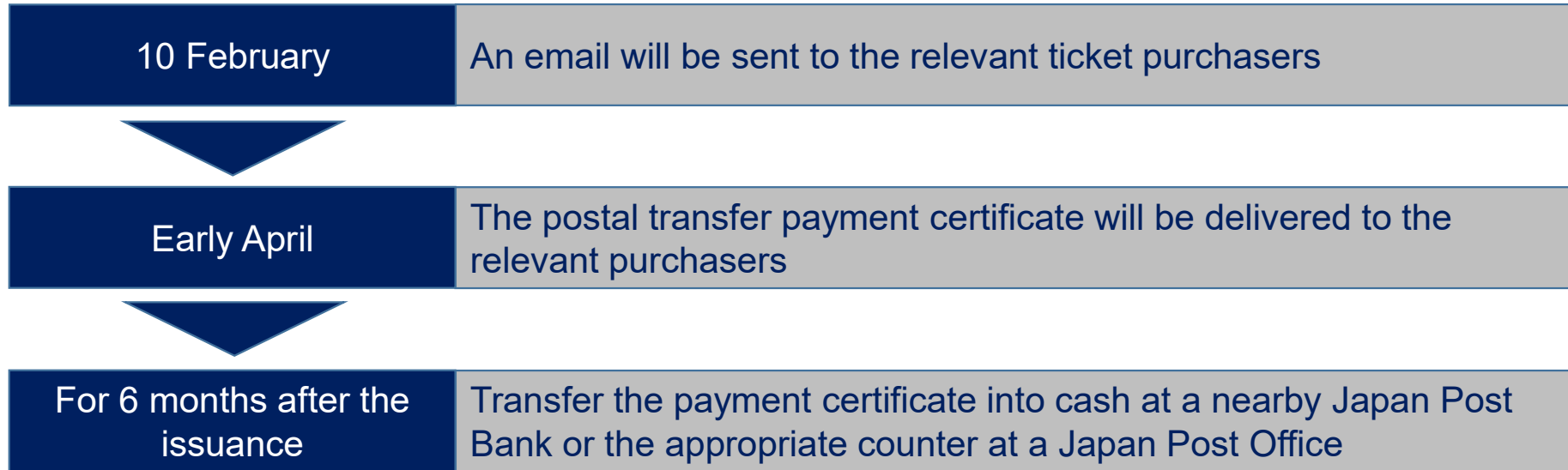
[Women] 100m, 1500m, 100mH, 400mH, 3000m Steeplechase, High Jump, Pole Vault, Long Jump, Triple Jump,  
Hammer Throw, Javelin Throw, 4×100mR, 4×100mR Mixed \*subject to change

Schedule: Tuesday 5 May 13:00-21:00 (subject to change)

Wednesday 6 May 9:00-17:00 (subject to change)

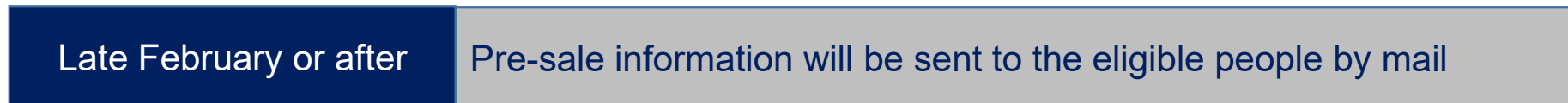
# Overall Flow

## 【Refund Flow】



---

## 【Pre-sale for READY STEADY TOKYO – Athletics】 (For the Men’s Marathon ticket purchasers)



\*Emails will be sent from @ticket.tokyo2020.org \*Please be careful of the fraudulent emails

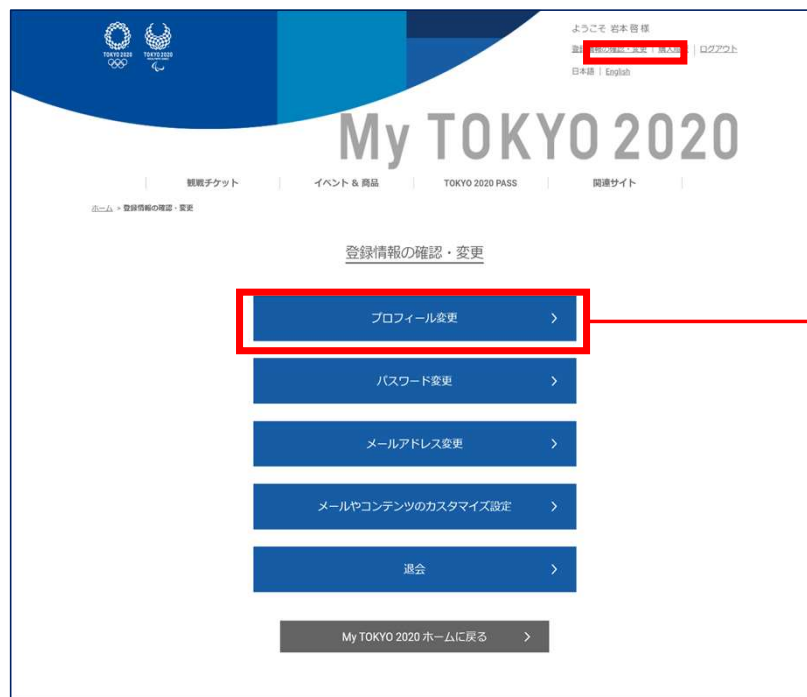


# Please Check Your Address

The postal transfer payment certificate will be sent to the name and the address registered in your TOKYO 2020 ID

Please check if your delivery information in My TOKYO 2020 is correct until 9 Mar

<https://my.tokyo2020.org/>



### プロフィール変更

\*は必須入力です  
オリンピック・パラリンピック等に関するメールマガジン (毎月配信) \* HTML + テキストを受信

メールアドレス \*

メール言語 \*

\*海外在住の方、英語を選択された方メールマガジンは不定期配信となります。  
\*東京2020組織委員会および国際オリンピック委員会 (および関連団体) からメールマガジンが配信されます。  
\*2019年10月以降に「テキストのみ受信」にてご登録されている方においては、プルダウン選択を変更されますとHTMLメールの受け取りとなりますのでご注意ください。

基本情報 (チケット購入、オフィシャルオンラインショップでのお買い物の際は必須となります。)

氏名 (ローマ字) (半角英字)

氏名 (漢字) (全角漢字、かな)

氏名 (カナ) (全角カナ)

性別

生年月日

連絡先情報 (チケット購入、オフィシャルオンラインショップでのお買い物の際は必須となります。)

居住国・地域 \*

郵便番号

都道府県 \*

市区町村

それ以降の住所

電話番号

好きな競技の選択で  
プロフィール変更と好きな競技の選択の両方をご希望の方は、好きな競技の選択へ進む前に画面下部の「更新」ボタンを押してプロフィールの変更を完了したのち、改めて好きな競技の選択を行ってください。