

Overseas Spectators at Tokyo 2020 Games

Tokyo 2020 would like to provide you with the following information for overseas spectators, following the recent announcement of a policy on the entry of overseas spectators into Japan.

Currently, the situation of COVID-19 in Japan and many other countries around the world continues to be very challenging, including the emergence of mutant strains, whilst international travel remains severely restricted globally. The parties on the Japanese side have come to the conclusion that overseas ticket holders will not be able to enter Japan at the time of the Olympic and Paralympic Games.

In response to the announcement of this policy, Tokyo 2020 will provide clients with additional opportunities to return those tickets purchased for use by overseas spectators as described in the Attachment.

If you have any questions related to the information described in this notice, please contact the Client Group Ticketing Team at clientgroup_ticketing@tokyo2020.jp.

<Attachment >

Additional ticket return and refund for key clients with overseas spectators

Currently, we are preparing for the return and refund of tickets within the framework as outlined below.

* More details will be provided by the end of March.

1. 3rd Return Opportunity

① Return submission period by key clients

- A) Olympic: 1 April ~ 20 April 2021
- B) Paralympic: 9 April ~ 23 April 2021

② Clients' payment of currently invoiced amount

The current invoice issued for payment of outstanding balance and due on 31 March will have its deadline extended for the applicable clients to 30 April 2021. Please note that:

- ✧ Clients who decide not to make any return submission during the above period, please make a payment of the entire amount currently invoiced by 30 April 2021
- ✧ Clients who decide to make a return submission for one or more tickets

- A) If the aggregate amount of tickets returned in the 3rd return opportunity is less than the amount currently invoiced and there is still a remaining amount due to Tokyo 2020, please make a payment of the amount currently invoiced by 30 April 2021. Tokyo 2020 will refund the aggregate amount of returned tickets in June (or later) 2021. Refunds will be processed from June 2021.
- B) If the aggregate amount of tickets returned is equal to or more than the amount currently invoiced, no payment will be required on 30 April 2021. Refund of the portion of the amount of tickets returned that exceeds the amount currently invoiced will be made in June (or later) 2021.
- ③ For those clients who currently have a positive credit and therefor an invoice has not been issued to, we will contact you in due course to ask your preference (refund in June (or later) or keeping the credit in your account) about the outstanding positive credit following a return during the above period.

2. 4th Return Opportunity

① Estimated return submission period

17 May ~ 21 May 2021 (to be confirmed/subject to change)(same date for both Olympic and Paralympic)

② Refund of returned tickets

Refund of amount of tickets returned during this period will be made after the Games.

【Important Note】

- In the event that Tokyo 2020 is unable to confirm a receipt of any portion of the amount due on 30 April by client as required and described above, such allocated tickets by you will not be delivered in any format.
- If you return any allocated tickets during the 2 return opportunity periods as referred to above, all the tickets will be delivered to you digitally (in PDF format).
- The refund will be made only for tickets submitted for return during such period as set by Tokyo 2020. Accordingly, please be mindful of those periods.