

TOKYO 2020 OLYMPIC OFFICIAL HOSPITALITY PACKAGES REFUND POLICY & PROCEDURE

All customers who purchased Tokyo 2020 Olympic Official Hospitality packages are eligible for a full refund of their order(s).

Please note that the method and time required for processing refunds differs depending on the payment method used by the customer at the time of purchase as per the outline below.

All customers who paid via bank transfer to the Tokyo 2020 Olympic Official Hospitality Office are required to confirm their designated bank account details for the purposes of processing their refund. Any customer who has yet to confirm these details should contact enquiries@officialhospitality.tokyo2020.org before 5pm on 30 September 2021 (Japan Standard Time).

Payments Processed to:	Tokyo 2020 Olympic Official Hospitality Office	Tokyo 2020 Olympic Official Hospitality Online Store	JTB
Payment method used	Bank transfer / Visa Card	Online (Visa Card)	Bank transfer / Visa Card
Method for processing refund	Funds will be transferred to the customer's designated bank account. <i>Confirmation of customer's account details is required to process refund. Customers will be notified once their refund has been processed.</i>	Credit card used at time of online purchase. <i>Refunds are automatic. Customers are asked to check their card statement to verify the funds have been credited. Please note individual notifications will not be sent.</i>	Customers who made payment to JTB will receive their refund via JTB. Payments made by credit card will be refunded to the card used at the time of purchase.
Timing for refund	Refunds are expected to commence before the end of 2021. All customers will be notified by email once a schedule has been confirmed.	Refunds are expected to commence before the end of 2021. All customers will be notified by email once a schedule has been confirmed.	Refunds are expected to commence before the end of 2021. All customers will be notified by email once a schedule has been confirmed.
Who should I contact if I have any questions?	Tokyo 2020 Olympic Official Hospitality Office Email: enquiries@officialhospitality.tokyo2020.org Phone: 03-4500-2688 (English)	Tokyo 2020 Olympic Official Hospitality Office Email: enquiries@officialhospitality.tokyo2020.org Phone: 03-4500-2688 (English)	Your JTB Sales Agent In the event your JTB Sales Agent is unavailable, please contact your sales office: https://stores.jtb.co.jp/search (Japanese only)

Important Information

- Customers who paid to the Tokyo 2020 Olympic Official Hospitality Office via bank transfer are required to have confirmed their bank account details as part of the refund application process. The deadline for confirming bank account details is 30 September 2021 (Japan Standard Time).
- For online purchases, in the event that the refund cannot be issued to the credit card used at the time of purchase, refunds will be processed by bank transfer. A member of the Tokyo 2020 Olympic Official Hospitality Office will contact affected customers with details on the application procedure.
- Refunds will be made to the purchaser of the hospitality package.
- Tokyo 2020 Olympic Official Hospitality packages follow a separate refund procedure from general spectator tickets. For details on the refund request for general tickets, please visit: <https://olympics.com/tokyo-2020/en/tickets/>

FREQUENTLY ASKED QUESTIONS

Applying for a full refund of your Tokyo 2020 Olympic Official Hospitality package purchase

Q : Will I receive a full refund?

A : Yes, provided you have paid in full for the hospitality packages, you will receive a refund equivalent to 100% of the price of the hospitality packages. However, all handling fees and charges related to currency exchange will be borne by you. Please also note that the refund amount does not include any bank fees or costs you may have incurred to pay your original order and/or any fees your bank may charge on receipt of this refund.

Q : I purchased my packages online, do I need to provide my bank account details?

A : No, please note that all purchases made by credit card (Visa Card) will be refunded to the card used to make the original purchase. A hospitality representative will be in touch only in the event that there are issues with refunding your credit card.

Q : Can my refund be deposited into different bank accounts?

A : No, the full amount will be deposited into one bank account.

Q : I have several orders under my account, can my refund be deposited into different bank accounts based on the order number?

A : No, the full amount will be deposited into one bank account.

Q : When will I receive my refund?

A : The refund process is expected to commence before the end of 2021. An email notification will be sent to customers once a schedule has been confirmed or in the event of any changes. Customers who paid via bank transfer will be notified by email once their refund has been processed. Customers who purchased online from the Tokyo 2020 Olympic Official Hospitality online store are asked to check their credit card statement to verify the funds have been credited.

Please note:

- The Tokyo 2020 Olympic Official Hospitality Office will not contact you to request details such as your bank account Personal Identification Number (PIN) or your credit card number.
- In the event of any issues with processing your refund, a representative of the Tokyo 2020 Olympic Official Hospitality Office will notify you to your registered email address and via your registered telephone number.

For additional information or assistance, please do not hesitate to contact
the Tokyo 2020 Olympic Official Hospitality Office at

enquiries@officialhospitality.tokyo2020.org