



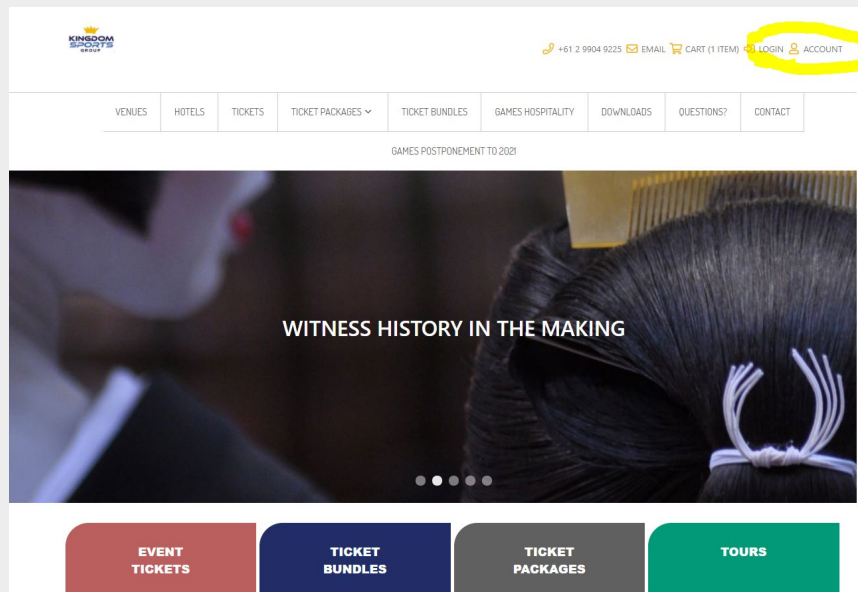
CLIENT ACCOUNT ACCESS

You can now check your orders, update your details, change your address and much more directly via our website

Olympic Games <https://tokyo.kingdomsg.com/>
Paralympic Games <https://teamaus.kingdomsg.com/> (Australian Residents Only)

This can be access via the **Customer Account and Login** section

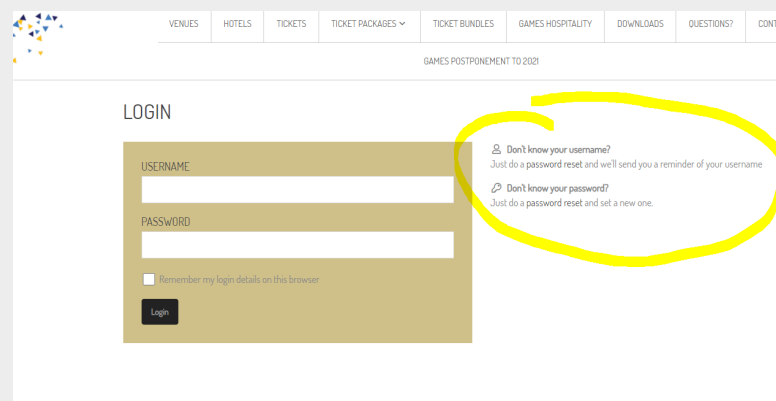
Clicking on this section will It will take you to the login page.



If you have purchased with us before you will already have an account set up.

Your **Username** is your email address that you used when you placed your order with us.

To set your password for the first time, you can complete a password reset



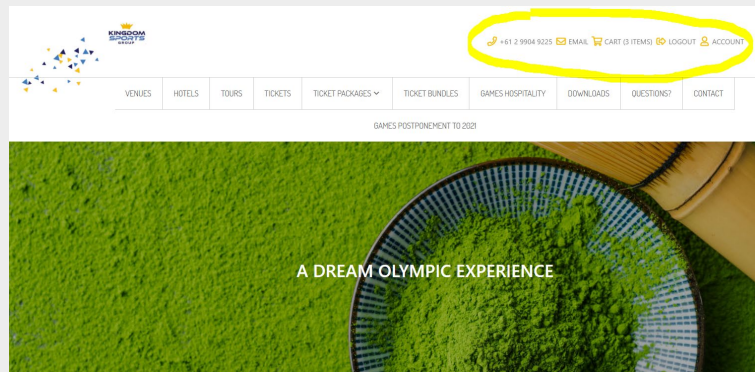
You will receive an email with a link to update your password. If that email isn't on file, you will receive an email informing you that we don't have the email address in our system. This happens if you have multiple accounts.

Please contact us via info@kingdomsg.com and we will merge your accounts and reset for you manually.

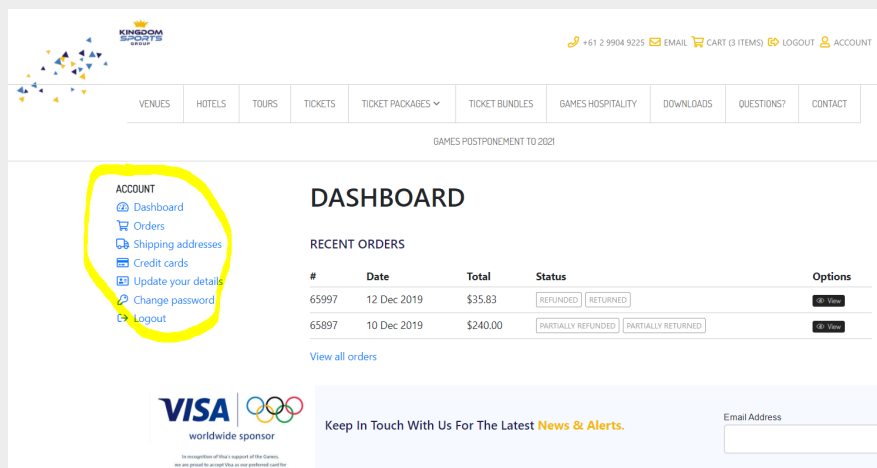


CLIENT ACCOUNT ACCESS

Once you are logged in, you will see a group of functions on the top right-hand side of the screen:



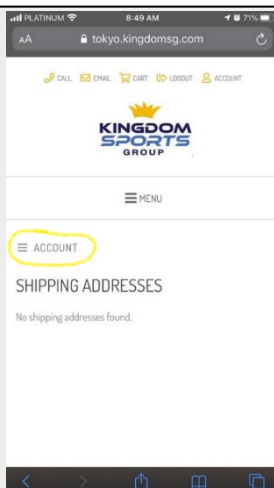
From here you can send an email directly to Kingdom Sports Group, check any current orders through "Cart". Or click on *Account* for your *dashboard*, order history and account details.



Both *Dashboard* and *Orders* show your order history.

Dashboard will only have your recent orders.

These instructions are based upon viewing via a computer which is the most ideal way of being able to access your account.



MOBILE USERS

If you are checking via a mobile device, the graphics will look similar to the image on the left. Simply click on the 3 dashes next to ACCOUNT to access the menus being discussed.



CLIENT ACCOUNT ACCESS

You can now also check and edit your shipping address. We strongly urge all clients to do this prior to Olympic and Paralympic Games tickets being sent (currently scheduled for June 2021)

The screenshot shows the Kingdom Sports Group client account interface. At the top, there is a navigation menu with links for VENUES, HOTELS, TOURS, TICKETS, TICKET PACKAGES, TICKET BUNDLES, GAMES HOSPITALITY, DOWNLOADS, QUESTIONS?, and CONTACT. Below the menu, a banner reads "GAMES POSTPONEMENT TO 2021". On the left, an "ACCOUNT" sidebar lists: Dashboard, Orders, Shipping addresses, Credit cards, Update your details, Change password, and Logout. The main content area is titled "SHIPPING ADDRESSES" and contains a table with one entry:

Name	Address	Options
Daniel Beniston Kingdom Sports Group	PO Box 262 Neutral Bay New South Wales 2089 Australia	Edit Delete

If you have not saved your shipping address when you placed your order, the system will state “No shipping addresses found”.

The screenshot shows the Kingdom Sports Group client account interface with the message "No shipping addresses found." The layout is identical to the previous screenshot, but the table in the "SHIPPING ADDRESSES" section is empty.

If you see this screen, we will need to update your shipping address. Please send an email through to info@kingdomsg.com where we will update your details manually. Once done we will send an email back to you asking to confirm your details are correct.

We anticipate that in April 2021 we will suspend our sales for a short period of time and request that all clients log into their accounts and finalise their shipping address one final time prior to our preparation to send you your event tickets.

You can also opt for **COLLECT AT KSG GAMES TIME HQ**. This option will be activated at a later date.

Shipping Nations Permitted: Due to the rules in place implemented by the IOC and TOCOG, we are only permitted to ship to the following nations for the Olympic Games (even if you have moved to another nation outside of our territorial rights) – Bangladesh, British Virgin Islands, Brunei Darussalam, Botswana, Burkina Faso, Cameroon, Eritrea, Eswatini, Indonesia, Kenya, Kiribati, Laos, Liberia, Malaysia, Mauritius, Mozambique, Namibia, Nepal, Nigeria, Pakistan, Philippines, Rwanda, Sierra Leone, Singapore, Sri Lanka, Tanzania, The Gambia, Timor-Leste, Tonga, Turkmenistan, Tuvalu, Uganda, Vietnam, Zambia, Zimbabwe. We can only ship to Australia for the Paralympic Games. If you no longer reside in these nations, you will need to collect your tickets from our Games Time HQ in Tokyo, open from 7 days prior to the Opening Ceremony.

Further Details to be advised in April 2021.



CLIENT ACCOUNT ACCESS

You can also update your other details by pressing on the appropriate link **UPDATE YOUR DETAILS**, filling in the information and pressing *Update* at the bottom of the screen:

BILLING ADDRESS (OPTIONAL)

LINE 1

PO BOX 262

LINE 2

TOWN / CITY

NEUTRAL BAY

REGION

e.g. State, province, region, county, territory

New South Wales

ZIP / POSTCODE

2089

COUNTRY

Australia

✓ Update

To log out of the system. Simply select **Logout** on the upper right-hand side of the screen:

Navigation bar: +61 2 9904 9225 EMAIL CART (3 ITEMS) **LOGOUT** ACCOUNT

Menu: VENUES HOTELS TOURS TICKETS TICKET PACKAGES ▼ TICKET BUNDLES GAMES HOSPITALITY DOWNLOADS QUESTIONS? CONTACT

ANNOUNCEMENT: GAMES POSTPONEMENT TO 2021

ACCOUNT: Dashboard Orders Shipping addresses

DASHBOARD

RECENT ORDERS

The system will verify that you have been logged out:

Navigation bar: +61 2 9904 9225 EMAIL CART (3 ITEMS) LOGIN ACCOUNT

Menu: VENUES HOTELS TOURS TICKETS TICKET PACKAGES ▼ TICKET BUNDLES GAMES HOSPITALITY DOWNLOADS QUESTIONS? CONTACT

ANNOUNCEMENT: GAMES POSTPONEMENT TO 2021

LOGGED OUT

You have been successfully logged out.



CLIENT ACCOUNT ACCESS

IMPORTANT INFORMATION RE POSTPONEMENT OF THE GAMES TO 2021

With the Olympic and Paralympic Games postponement to 2021, it is important to understand that our online system recognises the information of your product at the time you placed your order. In this case featured below, this event ticket Rowing was to be scheduled on 31st July 2020.

Now this sport will be on 30th July 2021.

- **All Sales made after the postponement of the Games** will show the calendar year in the description such as 30/07/21.
- **All Sales made prior to the postponement of the Games** will show the former date without the calendar year.

Our system is unable to update sales made, so when planning your schedule please rely upon our commercial tax invoice which will be updated, and not your online dashboard information.

For further assistance our customer care team can provide further help where required.

<input type="button" value="PAID"/>		<input type="button" value="FULFILLED"/>		
ITEMS				
Item	Price	Quantity	Total	
TOROW08 Rowing 31/07 09:00 / B	\$67.58	2	\$135.16	
SKU: TOROW08B				
			Subtotal	\$135.16
			GST (inclusive)	\$0.00
			TOTAL	\$135.16
			Less payment	-\$135.16
			AMOUNT DUE	\$0.00



CLIENT ACCOUNT ACCESS

If you have any questions, please don't hesitate to contact us by clicking on the Email icon where our customer care team can assist you.

Alternatively, you can email us via info@kingdomsg.com

Kingdom Sports Group

6 / 211 Ben Boyd Road, Neutral Bay, NSW 2089 Australia
Ph +61 2 9904 9225



**EXCLUSIVE AUTHORISED TICKET RESELLER AND SPORTS TOUR PROVIDER FOR THE
TOKYO 2020 OLYMPIC GAMES**

Bangladesh, British Virgin Islands, Brunei Darussalam, Botswana, Burkina Faso, Cameroon, Eritrea, Eswatini, Indonesia, Kenya, Kiribati, Laos, Liberia, Malaysia, Mauritius, Mozambique, Namibia, Nepal, Nigeria, Pakistan, Philippines, Rwanda, Sierra Leone, Singapore, Sri Lanka, Tanzania, The Gambia, Timor-Leste, Tonga, Turkmenistan, Tuvalu, Uganda, Vietnam, Zambia, Zimbabwe

**EXCLUSIVE AUTHORISED TICKET RESELLER AND SPORTS TOUR PROVIDER FOR THE
TOKYO 2020 PARALYMPIC GAMES**

Australia

