

Tokyo 2020 Olympic and Paralympic Games Update

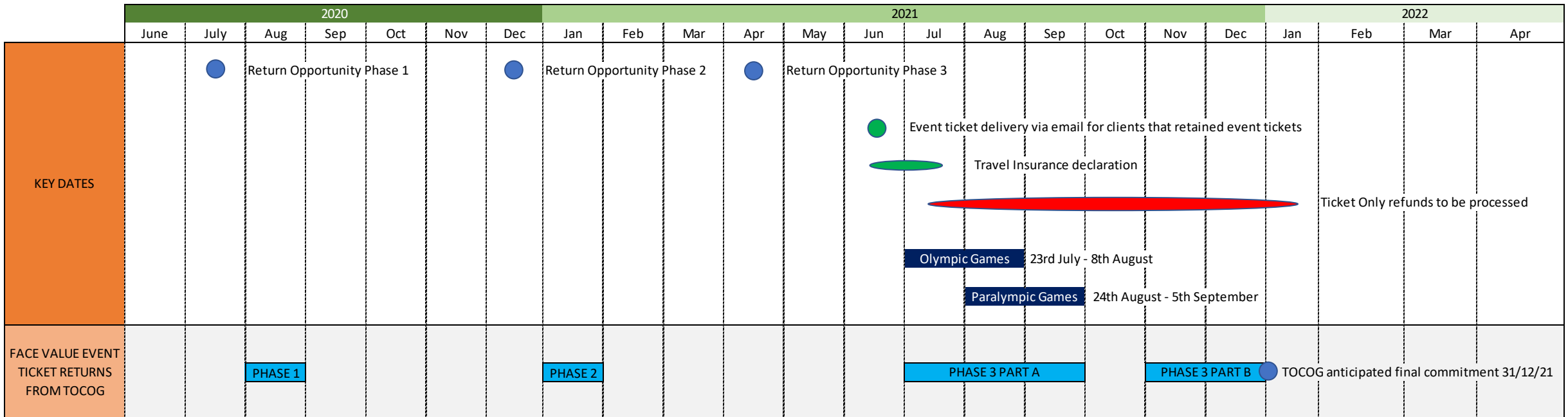


1st June 2021

The KSG Team would like to provide an update to all our clients on the Tokyo 2020 Olympic and Paralympic Games.

Firstly, we hope you are remaining safe and well. With just on 50 days to go until the start of the Tokyo 2020 Olympic Games, when we launched our programs in April 2019, no one imagined the situation we all face today. We sympathise, and are with all our clients in solidarity, for how your plans have been affected by decisions made by the Japanese Government, which decisions are totally out of our control.

There is a new timeline available to ticket holders to understand the way forward over the coming months, and further information to ensure our clients are best informed of the progress and process so far.



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TICKET DELIVERY FOR CLIENTS THAT KEPT THEIR ORDER

Later this month, event tickets will be distributed to all clients that opted to **Keep their Tokyo 2020 tickets / packages**.

TOCOG has decided that they will distribute all tickets to all stakeholders via PDF email, in a Covid-19 Safe measure.

Please ensure your details are updated and correct via your online account.

Package clients will receive their detailed itinerary, accommodation vouchers, and any updates or changes that will need to be made to your package due to Covid-19 countermeasures, and Japanese Government regulations and recommendations. KSG needs to remind all clients that it will be a condition of entry that you follow the measures in place in order to gain access to venues. Further details will be released by TOCOG and will be published by KSG. We remind clients that rumours and speculation on social media and via news sources can be wildly inaccurate, misleading and speculative, and many are not official unless published and advised by TOCOG.

If the Japanese Government makes a decision to further restrict any audience from attending the Games, we will be in contact with all affected clients.



Access your online account now via <https://tokyo.kingdomsg.com/account/login>

For instructions on how to access your online account <https://tokyo.kingdomsg.com/faq/downloads>



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TRAVEL INSURANCE DECLARATION

Due to Travel Industry Requirements, as an authorised and registered travel agency in Australia, we have been contacted by several Travel Insurance providers to share client data and information under their policy requirements.

As many, if not most, clients had taken out travel insurance (as per our terms and conditions), and because of the postponement of the Games, you may have already received your travel insurance payout.

KSG has been contacted by several organisations, to which we have already provided information in relation to such claims.

Due to the volume of requests, for all clients in Phase 3 of the event ticket return request, we will require you to complete a Travel Insurance Declaration (TID) prior to any face value event ticket return request being processed by KSG.

Your TID data may be shared with your travel insurance provider upon their request.

In Mid-June 2021 we anticipate this electronic link to be provided to you to complete, sign, and submit so we can move to the commencement of the processing of Phase 3 face value event ticket return requests in August and September 2021, subject to TOCOG processing.



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CREDIT CARD PROCESSING vs BANK ACCOUNT RETURNS

When we proceed with the data collection for the TID as mentioned above, we will also require your Bank account / Credit Card / Commercial Data.

Due to the sensitive nature of the material, we cannot accept this information via email, and only via the electronic link we will provide.

The link we will provide will ask you a series of questions in regard to your original transaction(s).



In recognition of Visa's support of the Games, we are proud to accept Visa as our preferred card for Tokyo 2020 Olympic Games ticket purchases.

FACE VALUE EVENT TICKET RETURNS VIA CREDIT CARD

QUESTION	ANSWER
Q1. I am with the same bank; I still have the same credit card	A1. KSG will process and your bank will process any returns on to the same card
Q2. I am with the same bank; I still have the same credit card but it has expired and the card number has changed	A2. KSG will process and your bank will process any returns on to the new card
Q3. I am with the same bank; I have cancelled my credit card	A3. KSG will process and your bank will arrange payment to your account. Please discuss with your bank after you receive a face value event ticket returns notice
Q4. I am no longer with the same bank; I no longer have the credit card	A4. KSG is still required to process your return, the bank will return any funds back to us within 30 days, upon which we will require your bank account details to send you a telegraphic transfer.
<p>Note: Due to credit card limitations and merchant service agreements, KSG will return the amount to you based on the exchange rate at the time of conversion from Yen. We will advise further information at the time of processing including the bank rate and the face value amount in Japanese Yen. Any shipping refunds of US\$75 will also be returned if applicable to the transaction. Further information on the amount due will be provided at the time of processing.</p>	



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FACE VALUE EVENT TICKET RETURNS VIA BANK ACCOUNT

It does not matter if you have changed bank accounts, we will return to your nominated bank account under the following rules which will be strictly adhered to:-

1. KSG will only take instructions from the account holder via their email address registered at the time of placing an order.
2. We can not take instructions from an alternative email address, or on behalf of partners, siblings, parents, relatives, friends etc.
3. The account name on the bank account must match the account holder with KSG.
4. You will need to provide the following information.
 - a. Bank account name (this must match the account holder)
 - b. Your registered address for this bank account
 - c. Bank name
 - d. Bank address including country
 - e. Bank Account Number
 - f. Swift Code
 - g. IBAN / BIC number (If appropriate)
5. When processing any international payments, KSG will email the account holder and ask a security question in relation to your face value event ticket return prior to any processing. We will need this question answered before we arrange payment.
6. All event ticket returns will be processed in Japanese Yen as per our policy you have agreed to.
7. KSG is not liable for bank exchange rates / commissions / fees / differences when sending Japanese Yen.
8. A bank processing fee of AU\$25 / US\$20 / ¥2,200 per international transaction payment is deducted for all bank transfers.



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PACKAGE / TICKET BUNDLE / HOSPITALITY CLIENTS

Currently TOCOG are trying to formalise an event ticket return and return policy, other components of any packages you may have purchased are subject to a number of varying factors concerning stakeholder suppliers such as hotels, transport and tour organisations, etc.

As the Japanese Government decision on international spectators only occurred a few weeks ago, without much detail as to precisely whom that actually includes, it is still very early on in the process for us to meaningfully know what further details and policies will emerge in Japan and how those policies shall impact upon our package clients, and the various suppliers of those package components.

We shall update package clients on other component aspects of packages when we have further meaningful information of some substance from the Japanese suppliers. Please note however that unfortunately we do not expect this to be quick process and will take some months for such information to be forthcoming.

We therefore ask for your patience and understanding during this unprecedented event.



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Contact Information



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OLYMPIC / PARALYMPIC POSTPONEMENT NEWS: <https://www.kingdomsg.com/tokyo-2020-olympic/>

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