

Tokyo 2020 Ticket Return Request Form

Date _____

Your Full Name _____

Your Country of residence _____

Your KSG Account Email _____

Your Order Number(s) _____

After the recent announcement by the Japanese Government on the restrictions of international travellers into Japan, by completing this form you are irrevocably confirming that you have decided that you will not be travelling to the Tokyo 2020 Olympic and Paralympic Games (Games) and wish to request the ability to return your event tickets purchased by you, the account holder, via the email address above.

In order for us to apply to the Tokyo Organising Committee of the Olympic Games (**TOCOG**) to seek a return of your event tickets for the Games, you are required to complete the above details and sign and **email this form back to us by no later than 2 April 2021.**

Please note that unless KSG receives your duly completed form as signed by you, by email at KSG's office **by no later than 2 April 2021,** then any request by you to return your event tickets will not be guaranteed to be accepted by TOCOG and you will have lost any chance of such event ticket return.

Please also note that the following express pre-conditions of any such ticket returns:

- You may only return the entirety of your ticket order, not part only.
- All and any refunds for TOCOG accepted returned tickets shall be, as per contract, for the face value only of the said ticket, in Japanese Yen.
- Any TOCOG refunds for tickets shall only start being paid by TOCOG after June 2021, with TOCOG not having confirmed a precise date yet.
- If you paid via a credit card it is anticipated we will upload any TOCOG accepted returns credit after currency conversion to your nominated card. If your credit card number has changed, your bank will process this accordingly. We will advise the amount and exchange rate at the time of the transaction. KSG is not liable for any currency fluctuations.
- If you paid via bank transfer, we will process any TOCOG accepted returns credit and seek your bank account details at a later date prior to June 2021. We will advise the amount and exchange rate at the time of the transaction. KSG is not liable for any currency fluctuations. All transfers will be less AU\$25 bank processing fee for international payments. Payments to any Australian Bank account (for Paralympic Games refunds) will not incur any bank processing fee.
- If you paid shipping, this amount will be returned to you along with the Japanese yen face value of the event tickets.
- KSG does not give any warranty or guarantee that TOCOG will accept any such ticket returns or pay any credit for same, and you irrevocably acknowledge and agree that the acceptance of application for returns is entirely as matter at the discretion of TOCOG for which KSG is not and cannot be liable under any circumstances.

Please note that KSG's terms and conditions regarding your Games' purchases remain and are not waived, varied, or amended by this request form or any of KSG's communications.

KSG makes no representation nor give any warranty as to when TOCOG shall process any returned ticket refunds.

Package / Ticket Bundle / Hospitality clients only

Whilst TOCOG are trying to formalise a ticket return and refund policy, the other non-ticket 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 days ago, without much detail as to precisely whom that actually includes, it is 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.

We shall update package clients on the non-ticket component aspects of packages as soon as 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 weeks for such information to be forthcoming.

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

Please also note that KSG's terms and conditions of your purchase remain and have not been waived, varied, or amended by any communication from KSG.

Please check the box to confirm:-

I / We request KSG to return our all my / our Tokyo 2020 Games event tickets as per the above order number(s) in accordance with TOCOG's policies and procedures and timeline. By selecting this option, I hereby acknowledge that I have no further claim to any tickets in this / these orders once returned, and that I have no further claim at law or in equity of whatsoever nature arising out of and incidental to any aspect of the said tickets and their return.

Please sign below to acknowledge and agree to the terms and conditions of this document.

Name _____

Sign _____

Date _____

ACCESS YOUR ONLINE ACCOUNT <https://tokyo.kingdomsg.com/account/login>

INFORMATION OF THE RETURN PROCESS <https://tokyo.kingdomsg.com/postponed>

**EMAIL YOUR COMPLETED AND SIGNED FORM
NO LATER THAN FRIDAY 2nd APRIL 2021 TO**

2020RETURNS@KINGDOMSG.COM