



PyeongChang 2018 Terms & Conditions of Ticket Purchase, Possession and Use

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PyeongChang 2018 Terms and Conditions of Ticket Purchase, Possession and Use

Introduction

PyeongChang 2018 has established the following Terms and Conditions for the purchase, possession and use of Tickets to the PyeongChang 2018 Olympic and Paralympic Winter Games.

Please read these Terms and Conditions carefully. By ordering, purchasing, holding or using a Ticket you are certifying that you have read, understood and accepted these Terms and Conditions.

1. Definition

- 1.1 **“ATR”** means “Authorised Ticket Reseller”, an entity, nominated by an NOC or NPC, and appointed by PyeongChang 2018 to act as an agent to promote, sell and distribute Tickets within the designated Territory of the relevant NOC or NPC. An NOC or NPC may choose to act as an ATR within their own territory. If an NOC or NPC sells tickets without appointing an ATR, then ATR means that NOC or NPC. A list of all ATRs is available at tickets.pyeongchang2018.com.
- 1.2 **“Authorised Ticket Sources”** means all official sources authorised by PyeongChang 2018 to sell or otherwise distribute Tickets, including the Online Authorised Ticket Sources, the On-site Authorised Ticket Sources, ATR websites or offices, or any other organization or entity expressly authorised by PyeongChang 2018 to sell or otherwise distribute Tickets for the Games. The complete list of PyeongChang 2018 Authorised Ticket Sources can be found at tickets.pyeongchang2018.com.
- 1.3 **“Fan-to-Fan”** means the official PyeongChang 2018 ticket resell programme, a service provided by PyeongChang 2018 at its official web portal, for the purpose of allowing ticket reselling transactions by Ticket Purchasers.
- 1.4 **“Games”** means the XXIII Olympic Winter Games PyeongChang 2018 and the XII Paralympic Winter Games PyeongChang 2018.

- 1.5 “**Games Body**” means each of the IOC, the IPC, the KOC, the KPC, NOCs, NPCs, IFs, NFs, PyeongChang 2018 or any other organising committee of an Olympic or Paralympic Games.
- 1.6 “**IF**” means an International Federation, an organization, recognised by the IOC or IPC, responsible for the governance of a sport on a worldwide level and for ensuring the promotion and development of that sport. IFs are responsible for overseeing the organization of international events and world championships.
- 1.7 “**IOC**” means the International Olympic Committee, being the supreme authority of the Olympic Movement which is an international non-governmental not-for-profit organization of unlimited duration and which has the status of a legal person and is recognised by the Swiss Federal Council.
- 1.8 “**IPC**” means the International Paralympic Committee, the international governing body of sports for athletes with a disability. Its purpose is to supervise the organization of the summer and winter Paralympic Games and act as the International Federation for nine sports, supervising and coordinating World Championships and other competitions.
- 1.9 “**KOC**” means Korean Olympic Committee.
- 1.10 “**KPC**” means Korean Paralympic Committee.
- 1.11 “**NF**” means National Federation, and is sometimes referred to as a National Governing Body. It is an organization responsible for the governance of a sport on a national level and for ensuring the promotion and development of that sport within a country or territory. NFs are responsible for overseeing the organization of national events and championships.
- 1.12 “**NOC**” means National Olympic Committee.
- 1.13 “**NPC**” means National Paralympic Committee.
- 1.14 “**Online Authorised Ticket Sources**” means the official sources authorised by PyeongChang 2018 to sell or otherwise distribute Tickets online, to be specific, (i) the PyeongChang 2018 Ticketing Website and (ii) Fan-to-Fan.

- 1.15 **“On-site Authorised Ticket Sources”** means the official sources authorised by PyeongChang 2018 to sell or otherwise distribute Tickets offline, to be specific, (i) the Main Ticket Centres located in PyeongChang County, Gangneung City and Seoul City, (ii) the Ticket box offices established near the sports Venues and (iii) any other Ticket selling places established by PyeongChang 2018 in the Republic of Korea.
- 1.16 **“Order”** means an application or request to purchase Tickets made by a purchaser, encompassing those requests being processed and the ones already processed, regardless of whether the Purchaser has been successful or unsuccessful in purchasing the intended Tickets.
- 1.17 **“Person”** means an individual, partnership, firm, corporation, association, trust, unincorporated association or any other legal person.
- 1.18 **“Personal Data”** is information that identifies you as an individual, and may include (but is not necessarily limited to) your name, address, telephone number, email address, date of birth, government identification numbers (resident registration number, passport number) and ticket purchase details.
- 1.19 **“Photographic Identification”** means a valid photo identity document issued by an official government authority, proving the holder’s identity (original passport for non-residents of Korea, or other document in accordance with the legislation of the Republic of Korea for Korean residents). It is mandatory that the document contain a photo.
- 1.20 **“Proof of Discount Eligibility”** means a valid photo identity document issued by the Republic of Korea government, which proves the eligibility for discount.
- 1.21 **“PyeongChang 2018”** means the PyeongChang Organising Committee for the 2018 Olympic and Paralympic Winter Games. PyeongChang 2018 is a legal entity incorporated in the Republic of Korea under Special Act on Support for the 2018 PyeongChang Olympic and Paralympic Winter Games responsible for the planning, promotion and staging of the 2018 Olympic and Paralympic Winter Games.
- 1.22 **“PyeongChang 2018 Official Website”** is the official Internet resource of the 2018 Olympic and Paralympic Winter Games located at www.pyeongchang2018.com.

- 1.23 **“PyeongChang 2018 Ticketing Website”** is the official Internet resource located at tickets.pyeongchang2018.com providing all spectators with an ability to obtain information about the Ticketing program and providing eligible Persons with the opportunity to purchase Tickets.
- 1.24 **“Session”** means an event or group of events of the Games (including, without limitation, sport events and opening and closing ceremonies) for which tickets have been issued by PyeongChang 2018.
- 1.25 **“Stakeholder”** means IOC TOP partners, POCOG sponsors, rights holding broadcasters, the government of Republic of Korea, the government of the Host City and government-affiliated organizations.
- 1.26 **“Ticket”** means evidence of a licence issued by PyeongChang 2018 which entitles the holder to admission to a Session, which may be in a conventional, printed ticket of admission, or in a mobile form or a print-at-home generated form.
- 1.27 **“Ticket Purchaser”** means the Person who has ordered and paid PyeongChang 2018 or an ATR for one or more Tickets and will be registered in PyeongChang 2018’s and/or an ATR’s records as the original purchaser of Tickets.
- 1.28 **“Ticket Holder”** means a Person who is in possession of a valid Ticket and, for the avoidance of doubt, includes a Purchaser and/or any other Person who purchases, holds or uses a Ticket, regardless of nationality, and without any limitation as to the source used to acquire the Ticket.
- 1.29 **“Terms and Conditions”** means the terms and conditions set out here.
- 1.30 **“Venue”** means any location under the control of PyeongChang 2018, access to which requires a Ticket, and any adjacent areas that are under the control of PyeongChang 2018.

2. Applicable Terms and Conditions

- 2.1 All Tickets are sold and issued subject to these Terms and Conditions.
- 2.2 By ordering, purchasing, holding or using a Ticket, Ticket Purchasers and/or Ticket Holders agree to comply with these Terms and Conditions.

- 2.3 Ticket Purchasers and Ticket Holders are responsible for complying with these Terms and Conditions. PyeongChang 2018 reserves the right to terminate the licence granted by a Ticket purchased or obtained from or through other sources than the Authorised Ticket Sources.
- 2.4 A Ticket Purchaser must be at least fourteen (14) years of age at the time of purchase. A Ticket Purchaser aged eighteen (18) and under must get an approval from his/her legal representative when making an order and a purchase. In the event that any other age restriction is defined by Korean laws, these Terms and Conditions will be amended pursuant to the procedure stipulated in clause 2.5.
- 2.5 In case of amendments to the Terms and Conditions, the changes need to be announced through the PyeongChang 2018 Ticketing Website at least 7 days before the revision. Moreover, when the changes adversely affect consumers, PyeongChang 2018 has to notify of such changes at least 30 days before the revision.
- 2.6 When purchasing tickets, the Ticket Purchaser agrees that they will make any associated Ticket Holders aware of all the relevant rules and regulations regarding the Ticket Holder's use of a Ticket to attend a Session at a Venue. Specifically, the Ticket Purchaser agrees that they will bring the Spectator Policy attached to these Terms and Conditions to the attention of any Ticket Holders who intend to use tickets acquired by the Ticket Purchaser.
- 2.7 The prices of Tickets shall be fixed by PyeongChang 2018. The criteria for purchase, cancellation, transfer, refund or seat allocation shall be defined by PyeongChang 2018.

3. Tickets Purchased from PyeongChang 2018 (within the territory of the Republic of Korea)

- 3.1 Residents of the Republic of Korea may only purchase Tickets directly from Authorised Ticket Sources of PyeongChang 2018 or from authorised hospitality provider(s) appointed by PyeongChang 2018 to sell ticket packages within the Republic of Korea, should any such authorised provider(s) be appointed.

As Residents of the Republic of Korea, a Person who wishes to purchase Tickets may be required to create an account by registering on the PyeongChang 2018 Official Website and will then be required to access the PyeongChang 2018 Ticketing Website to select the events to attend and the quantity of tickets to be requested. A Person who wishes to purchase tickets may be required to provide certain personal information. The PyeongChang 2018 Ticketing Website contains all details on the complete procedure on how to purchase tickets.

- 3.2 Residents of all countries other than the Republic of Korea :
- (i) may only purchase Tickets from the Authorised Ticket Reseller(s) (list of ATRs is available at the PyeongChang 2018 Ticketing Website). Resident of all countries other than the Republic of Korea should follow the policy of the relevant ATR.
 - (ii) may purchase Tickets from PyeongChang 2018, in addition to from the relevant ATR, at such a time as PyeongChang 2018 extends sales worldwide and to that territory – which in any case shall not be prior to October 1, 2017. In this case, Ticket Purchasers should follow the purchase procedures outlined in clause 3.1.

Residents of countries where an ATR has not been appointed or designated may not purchase Tickets from any source other than directly from PyeongChang 2018, also at such a time as PyeongChang 2018 extends sales worldwide and to that territory, following the purchase procedures outlined in clause 3.1.

- 3.3 PyeongChang 2018 Stakeholders and members of the Games Body, may have a contractual right to request and purchase tickets, as per the terms of their individual contract or charter.
- 3.4 A Purchase contract is concluded when a transaction confirmation from PyeongChang 2018 has reached the Ticket Purchaser after payment. To be specific, PyeongChang 2018 shall not distribute Tickets until the transaction confirmation has been sent to the Ticket Purchasers after payment. No communication from any third party other than PyeongChang 2018 shall be deemed as official confirmation of the transaction, including text messages or any other information from the Ticket Purchaser's bank or credit card company. Ticket Purchasers can immediately request an Order modification or cancellation when incorrect information has been found on the transaction confirmation. In this case, PyeongChang 2018 will process the requests without delay.

- 3.5 PyeongChang 2018 may, at its sole discretion, refuse or cancel Ticket Orders (i) made in breach of these Terms and Conditions and other purchase rules and applicable law or (ii) made from anyone whom they believe plans to distribute or offer a Ticket for resale other than in accordance with these Terms and Conditions or (iii) made from anyone who they believe to have provided misleading or fraudulent information in the course of purchasing Tickets or (iv) made from anyone who is under the age of fourteen. Even if they have approved Ticket Orders, the Ticket is invalid. For the avoidance of doubt, PyeongChang 2018 does not have an obligation to approve Ticket Orders in any circumstances.
- 3.6 PyeongChang 2018 may not be held liable if a Ticket Purchaser cannot receive Tickets or the purchased Tickets become invalid due to the incorrect or fraudulent information entered by the Ticket Purchaser when submitting an Order or completing a purchase. Ticket Purchasers are responsible for verifying the accuracy of their Ticket Order at the time the Order is submitted or the purchase is made. Mistakes cannot necessarily be rectified after the purchase is completed. If the Ticket Purchaser believes there has been a mistake, they must contact the Main Ticket Centres or the relevant customer service centre as soon as possible.
- 3.7 Sales of Tickets by PyeongChang 2018 will occur in various phases. Each sales phase will have specific rules, which may also be specific to the category of Ticket Purchaser. When making an Order, the Ticket Purchaser agrees to abide by all the specific purchase rules applicable to the specific sales phase. These purchase rules will be clearly outlined as a part of the purchase process and will be described in details at the PyeongChang 2018 Ticketing Website. Any attempt to circumvent or avoid adherence to the purchase rules may result in the Order being rejected.
- 3.8 A Ticket Purchaser may also be restricted in applying for a maximum number of tickets to certain sessions. The maximum number of sessions and tickets to certain sessions will be set out at the PyeongChang 2018 Ticketing Website.
- 3.9 Unless otherwise stipulated in these Terms and Conditions, once an Order has been submitted, it will not be possible for a Person to alter, amend, withdraw or cancel an Order subject to the rules of the particular sales phase, as described in clause 3.7
- 3.10 Submitting an Order for Tickets does not guarantee the availability of the requested Tickets. The ability of PyeongChang 2018 to satisfy Tickets Orders depends on the total demand and available inventory, and is subject to the rules and requirements of the specific Ticket sales phase, as outlined in clause 3.7.

3.11 Starting from October 2017, Tickets may be purchased through On-site Authorised Ticket Sources. When a Ticket Purchaser selects the events to attend, the number of Tickets and payment method after visiting On-site Authorised Ticket Sources, an Order is completed.

3.12 The cancellation by the Ticket Purchaser of an Order made with respect to on-line purchase is possible without penalty within 7 days of the Ticket Purchaser receiving the transaction confirmation, pursuant to Act on the Consumer Protection in Electronic Commerce, etc.

Refund procedures with respect thereto will be described at the PyeongChang 2018 Ticketing Website, including returning the original Tickets to PyeongChang 2018.

Provided, under any circumstances, the application for the cancellation of an Order under this clause 3.12 shall not be accepted by PyeongChang 2018 on and after 1 February 2018 in respect of the Olympic Games (on the other hand, in respect of the Paralympic Games, the application for the cancellation of an Order shall not be accepted by PyeongChang 2018 on and after 1 March 2018). Also, the Ticket Purchaser shall be liable for the delivery fee incurred due to the cancellation.

3.13 Should a Person, regardless of where they reside, believe they are being offered tickets for purchase on terms that are in violation of these Terms and Conditions, they should immediately contact the Main Ticket Centres or the relevant customer services centre.

4. Tickets Purchased from Authorised Ticket Reseller (outside of the Republic of Korea)

4.1 As described in clause 3.2, an NOC may nominate and PyeongChang 2018 may appoint an organisation or agency to act as an Authorised Ticket Reseller for a specific territory or territories. An ATR is responsible, with PyeongChang 2018's prior approval, for determining the rules and processes governing the sale of Tickets within their designated territory or territories. An ATR may opt to put in place limits on how many Tickets or Sessions a Ticket Purchaser may purchase, and to determine the purchase, distribution, and payment methods. In case of a discrepancy between the purchase terms and conditions which may be put in place by an ATR and these Terms and Conditions, the latter shall prevail.

- 4.2 An ATR may, at its sole discretion, refuse to sell Tickets to any person who attempts to circumvent or does not intend to adhere to any purchase rules or restrictions put in place by the ATR. An ATR is obligated to refuse the sale of Tickets to any person whom it believes plans to distribute or offer a Ticket for resale other than in accordance with these Terms and Conditions.
- 4.3 Tickets are issued by PyeongChang 2018 with a face value price denominated in Korean Won (KRW). An ATR will always conduct ticket sales in the currency of the designated territory, and will convert the Ticket price from Korean Wons to the local currency using the rates published by major banking institutions as approved by PyeongChang 2018. Any and all bank or other charges incurred as a result of the payment with a payment card or currency conversion will be the sole responsibility of the Ticket Purchaser.
- 4.4 An ATR may charge a reasonable per-ticket handling charge over and above the face value price of the Ticket. In respect of the Olympic Games, this fee may not be more than 20% of the face value price of the Ticket, with a maximum per-ticket amount of 100,000 KRW or the equivalent in the local currency of the territory. On the other hand, in respect of the Paralympic Games, this fee may not be more than 25% of the face value price of the Ticket, with a maximum per-ticket amount of 35,000 KRW and a minimum per-ticket amount of 6,000 KRW or the equivalent in the local currency of the territory.
- 4.5 Should a Person, regardless of where they reside, believe they are being offered tickets for purchase on terms that are in violation of these Terms and Conditions, they should immediately contact the relevant ATRs, or contact PyeongChang 2018.

5. Ticket Pricing

- 5.1 The face value price of each Ticket shall be established by PyeongChang 2018. All Ticket prices are denominated in Korean Won (KRW), inclusive of any applicable tax, but exclusive of booking, collection and delivery fees.

- 5.2 PyeongChang 2018 may set special Ticket prices for Koreans with disabilities, people aged 65 and over, children and youth aged 18 and under, and Men of National Merit and Independence Patriots. The specific criteria and rates of discount can be found on the PyeongChang 2018 Ticketing Website. Ticket Holders taking advantage of such discounted Ticket prices may be required, upon request by any official, employee, volunteer, or authorised partner or contractor of PyeongChang 2018 or the Venue, to provide a Proof of Discount Eligibility. Failure to present a Proof of Discount Eligibility represents a material breach of these Terms and Conditions. It may result in the cancellation of the Order or of the Tickets issued. In addition, the Ticket Holder may be refused admittance to the Venue, be asked to leave the Venue, or be required to pay the full adult price of the Ticket. ATRs are not authorised to apply such discount.

6. Payment

- 6.1 By PyeongChang 2018 confirming an Order for Tickets, the Ticket Purchaser is authorizing PyeongChang 2018 to collect payment for any Tickets which may be allocated to the Ticket Purchaser, inclusive of any applicable processing or delivery fees.
- 6.2 In recognition of Visa's longstanding support of the Olympic Games, only Visa cards and cash (including bank transfer) are accepted for PyeongChang 2018 Olympic Games ticket purchases made by the residents of the Republic of Korea. The nominated Visa payment card used to purchase Tickets must be registered in the name and address of the Ticket Purchaser. PyeongChang 2018 reserves the absolute right to refuse any Ticket Orders which fail to comply with this condition.

- 6.3 Full and timely payment for all tickets and the delivery fee (if applicable) are of essence and material obligations of the Ticket Purchaser. The Ticket Purchaser has to make his Visa card payment after submitting an Order or make a payment (cash or bank transfer as applicable) pursuant to the rule applicable to the relevant sale phase). The Ticket Purchaser is solely responsible for ensuring that his or her Visa payment card is valid, that all required information is provided and confirmed, and that he or she has sufficient cleared funds for the duration of the applicable sales phase until the time payment is collected by PyeongChang 2018. If payment cannot be collected by the due date, PyeongChang 2018 reserves the right to refuse the associated Ticket order.
- 6.4 Only Visa cards and bank transfer are acceptable for purchase at Online Authorised Ticket Sources. For purchase at On-site Authorised Ticket Sources, Visa cards and cash are acceptable. Payment has to be made in Korean Wons under all circumstances.
- 6.5 For Tickets purchased prior to the Games, Stakeholders and partners and members of the Games Body, will make payment for Tickets using a payment method specified by their individual contractual agreement. For any Tickets which may be purchased during the Games-time period, payment must be made using a Visa payment card.

7. Delivery

- 7.1 For Ticket Purchasers from the Republic of Korea who opt for home delivery, Tickets will be delivered to the delivery address provided by the Ticket Purchaser at the time of ordering the Tickets. In the case that a Ticket Purchaser opts to receive Tickets in a mobile or a print-at-home format, the Tickets will be delivered through and/or pursuant to the PyeongChang 2018 Ticketing Website and will be activated before the Games.
- 7.2 A recipient's signature may be required upon delivery receipt of the Tickets. Post Office boxes (or similar) are not acceptable addresses for the delivery of Tickets.
- 7.3 For discounted Tickets, the Ticket Purchaser may collect the Tickets at the Main Ticket Centres or the Ticket Box Offices, or the Tickets may be delivered in person or delivered in a mobile or a print-at-home format if the Ticket Purchaser wishes.

- 7.4 Once in the possession of the Ticket Purchaser, the Ticket Purchaser is solely responsible for safeguarding all Tickets. The Ticket Purchaser shall not be entitled to any compensation for lost, stolen, forgotten or damaged Tickets.
- 7.5 If Tickets have not been received 7 days before the commencement of the Session to which the Tickets relate, it is the sole responsibility of the Ticket Purchaser to contact PyeongChang 2018, the contact information for which can be obtained from the PyeongChang 2018 Ticketing Website. PyeongChang 2018 is not responsible for the Tickets not received due to the Ticket Purchaser's failure to contact PyeongChang 2018.
- 7.6 If the delivery cannot be made for any reason not attributable to PyeongChang 2018 (for example, because of an incorrect address), PyeongChang 2018 shall notify the Ticket Purchaser that his or her Tickets may be collected at a designated place within certain period by PyeongChang2018.
- 7.7 PyeongChang 2018 is not responsible for the delivery of the Tickets purchased or obtained through any sources other than PyeongChang 2018, including from Authorised Ticket Sources.
- 7.8 ATRs are solely responsible for the delivery of the Tickets purchased or obtained through them.

8. Tickets

- 8.1 All Tickets remain the exclusive property of PyeongChang 2018.
- 8.2 A Ticket grants a revocable license to enter a Venue to attend a Session. A valid Ticket must be produced to gain admission to a Session or a Venue. PyeongChang 2018 may revoke this licence at any time if such Ticket Holders are not in compliance with these Terms and Conditions.
- 8.3 Ticket Holders may enter a Venue to attend sessions and to occupy a space or seat at a Session. This may be a specific, reserved seat or space, or may be for general admission to designated spectator areas of the Venue.

- 8.4 For Ticket Purchasers who purchased discounted Tickets, the presentation of proper Photographic Identification and a Proof of Discount Eligibility is compulsory when entering the Venue. Failure to produce proof of eligibility may result in the Ticket Holder being required to pay the rest of the full adult price of the Ticket. Refusal to pay the remainder may result in the refusal of admittance to the Venue of the Ticket Holder, who may also be asked to leave the Venue. In such a case, the Ticket Purchaser will not be eligible for a refund.
- 8.5 Ticket Holders have responsibility for all Tickets in their possession and are solely responsible for safeguarding all Tickets. Neither the Ticket Holder nor the Ticket Purchaser shall be entitled to any compensation for lost, stolen, forgotten or damaged Tickets. It may not be possible to issue duplicate Tickets. A Ticket Holder may be denied entry or asked to leave the venue for removing any part of, altering, or defacing a Ticket.
- 8.6 In principle, if a Ticket Holder leaves a Venue for any reason other than an emergency evacuation, the Ticket Holder may not use the same Ticket to re-enter the Venue and he agrees that PyeongChang 2018 may void its Ticket and resell unoccupied seat or space at the Session to another Ticket Purchaser.
- In exceptional cases, re-entry may be permitted and a Ticket Holder who leaves a Venue may use the same Ticket to re-enter the Venue. The Ticket Holder may be requested to scan its Ticket when leaving the Venue, and the same entry procedures will apply when re-entering. Information on possible re-entry will be detailed at the PyeongChang 2018 Ticketing Website.
- 8.7 Ticket Holders must retain their Tickets at all times while attending the Session and the Ticket must be produced for inspection upon request by any authorised person, including any official, steward, police officer, volunteer or employee of Venue or PyeongChang 2018. Failure to do so may result in the Ticket Holder being required to leave a Venue.
- 8.8 A Ticket Holder may be required to show his or her Ticket upon exiting the Venue perimeter.

- 8.9 In cases where the Ticket Purchaser opts to receive Tickets in a mobile or print-at-home format, the Ticket Purchaser agrees that they will not distribute or allow to be distributed duplicate copies of such Tickets, and any such duplicate copies will not be valid for entry to a Venue. The Ticket Purchaser further acknowledges that any such attempt to distribute duplicate copies of mobile or print-at-home tickets shall be considered a fundamental breach of these Terms and Conditions, and may result in all purchased Tickets being considered void and not valid for entry to a Venue. In such a case, the Ticket Purchaser shall not be entitled to any reimbursement for the cancelled Tickets.
- 8.10 PyeongChang 2018 reserves the right to reassign a Ticket Holder to an alternative seat or space (as determined by PyeongChang 2018 at its sole discretion) for any Venue or Session. Tickets can be reallocated in a lower price category, in which case necessary reimbursement will be conducted. Also, multiple Tickets sitting 'together' might be changed to Tickets sitting 'not together' with no reimbursement. If a ticketed seat or space cannot be provided, the Ticket Purchaser may apply for a refund as outlined in these Terms and Conditions.
- 8.11 On the day of the session, Ticket Holders will be entitled to use the shuttle bus services provided by PyeongChang 2018 to transfer to and from the Venues.
- 8.12 Ticket Holders should allow sufficient time before the Session to travel to and access the Venue, considering travel time and time required for queuing and security screening prior to entering the Venue. A Ticket Holder arriving after the commencement of a Session may be required to wait for an appropriate break in competition before being granted access to his or her seat, and neither the Ticket Holder nor the Ticket Purchaser shall be entitled to a refund in the case of late arrival to the Venue.

9. Resale and Transfer of Tickets

- 9.1 Tickets may not be purchased or obtained from or through any sources other than from Authorised Ticket Sources. PyeongChang 2018 is not responsible for Tickets from any sources other than from Authorised Ticket Sources. Tickets from other sources may not be re-issued and may be declared void and be seized or cancelled. Entry may also be denied when the Ticket scanning system cannot scan the Ticket as the Ticket was acquired from other sources. In this case, the Ticket Purchaser is not eligible for a refund.

- 9.2 Except as specified in clauses 9.3, 9.5 and 9.6, tickets must not be sold nor advertised for sale whether on the Internet, in newspapers or elsewhere.
- 9.3 Ticket Purchasers can resell their tickets at the face value on the Fan-to-Fan website which PyeongChang 2018 provides during the period designated by PyeongChang 2018 (expected to be from October 2017).
- 9.4 Stakeholders and the partners and members of the Games Body may distribute the Tickets at no cost to its employees, officially invited guests or other persons in a manner authorised by PyeongChang 2018.
- 9.5 Tickets may not be transferred to any Person who pays or agrees to pay for some other goods or services, such as a hospitality package or accommodation, unless authorised by PyeongChang 2018. A Ticket may not be offered as part of a package of goods or services, which, for the avoidance of doubt, may include a hospitality package, unless authorised by PyeongChang 2018. Tickets sold or advertised for sale (whether on their own, together or as part of a package of goods and services, including hospitality packages) contrary to this clause 9.5 shall be void, and may be seized or cancelled without refund or entry to a session.
- 9.6 Tickets may not be used for advertising, promotion, auctions, fundraising or marketing purposes (including in competitions, contests and sweepstakes) without prior written authorisation from PyeongChang 2018. Tickets used for advertising, promotion, auctions, fundraising or marketing purposes without the authorisation of PyeongChang 2018 (including in competitions, contests and sweepstakes) shall be void, and may be seized or cancelled without refund or entry to a session.

10. Void Ticket

- 10.1 Any Ticket reasonably believed to have been obtained in breach of these Terms and Conditions shall be void and all rights conferred or evidenced by such Ticket shall be nullified. In such a case, the Ticket Purchaser will not be eligible for a refund.
- 10.2 Any Person seeking to use a Ticket reasonably believed to have been obtained in breach of these Terms and Conditions in order to gain entry to or remain at a Session may be considered to be a trespasser and may be liable to be ejected and liable to legal action.

11. Session Schedule Changes, Delays, Postponements and Cancellations

- 11.1 Ticket Holders acknowledge that Sessions may be delayed, or postponed. PyeongChang 2018 will use reasonable efforts to communicate such delays or postponements to Ticket Purchasers. It is the Ticket Purchaser's responsibility to communicate such information to the Ticket Holder. As soon as possible after PyeongChang 2018 becomes aware of a Session being delayed, interrupted, rescheduled or postponed, PyeongChang 2018 should post relevant information on the PyeongChang 2018 Official Website as soon as possible. Only PyeongChang 2018 Official Website contains the official competition schedule. No other websites contain the official competition schedule including dates, times and country/team draws. PyeongChang 2018 is not responsible for any other website data or country/team listings. It is the responsibility of a Ticket Holder to check whether any change has been made to the Session schedule. PyeongChang 2018 does not guarantee that Ticket Holders will be informed of such delay, or postponement before the date of the Session concerned.
- 11.2 If a Session's scheduled start time is delayed but the Session is completed on the same calendar day, Ticket Holders with Tickets for the delayed Session shall not be eligible for a refund. There will be no exchanges of Tickets for another Session.
- 11.3 If a Session commences as scheduled and is interrupted after it begins, and PyeongChang 2018 determines that it was substantially completed, neither the Ticket Purchaser nor the Ticket Holder holding a Ticket for the interrupted Session shall be eligible for a refund. Also, it is not possible to exchange the Tickets for another Session.
- 11.4 If a Session commences as scheduled, is interrupted, and PyeongChang 2018 determines that the Session was not substantially completed, and the Session is rescheduled to take place as a new Session (i.e. separate from an existing, scheduled, Session), the Ticket Holder may retain his or her original Ticket for admission to the rescheduled Session. Neither the Ticket Purchaser nor the Ticket Holder holding a Ticket for the rescheduled Session shall be eligible for a refund. Also, it is not possible to exchange the Tickets for another Session.

- 11.5 If a Session commences as scheduled and is interrupted, and PyeongChang 2018 determines that the Session was not substantially completed, and the Session is rescheduled as part of an existing Session (i.e. does not take place as a new Session), the Purchaser may apply for a refund as outlined in these Terms and Conditions. However, it is not possible to exchange the Tickets for another Session.
- 11.6 If a Session is cancelled (i.e. not held at all), PyeongChang 2018 will use reasonable efforts to communicate such cancellation in advance to Ticket Purchasers. It is the Ticket Purchaser's responsibility to communicate such information to the Ticket Holder. When PyeongChang 2018 becomes aware of a Session being cancelled, PyeongChang 2018 will post relevant information on the PyeongChang 2018 Official Website as soon as possible. It is the responsibility of a Ticket Holder to ascertain whether a Session has been cancelled. PyeongChang 2018 does not guarantee that Ticket Holders will be informed of such cancellation before the date of the Session concerned.
- 11.7 If a Session is cancelled (i.e. not held at all), the Ticket Purchaser may apply for a refund as outlined in these Terms and Conditions.
- 11.8 Should the Ticket Purchasers be entitled to a refund due to a cancellation or postponement, under the conditions defined in these Terms and Conditions, they may apply for a refund according the provisions of clause 12 of these Terms and Conditions.
- 11.9 Excluding some cases specified in these Terms and Conditions, PyeongChang 2018 is not responsible for the losses incurred by the Ticket Purchaser due to a Session being interrupted, rescheduled or cancelled.

12. Refund Procedures

- 12.1 Ticket Purchasers may apply for refund when a Session is cancelled. All refunds will be batch processed after the end of each of Olympic Games and Paralympic Games, respectively.
- 12.2 There will be no onsite refunds, including at the Ticket Box Offices or the Main Ticket Centres.

- 12.3 Any refund request will be processed by PyeongChang 2018 or the ATR, depending on from whom the original Tickets were purchased. If entitled to a refund from an ATR, the Purchaser must contact the ATR from whom the original Tickets were purchased and follow their refund procedures.
- 12.4 If entitled to a refund for a Ticket directly bought through PyeongChang 2018, Ticket Purchasers are solely responsible for recovering the Tickets from Ticket Holders and completing all the procedures described at the PyeongChang 2018 Ticketing Website, including returning the original Tickets to PyeongChang 2018. PyeongChang 2018 shall endeavour to process all refunds promptly, but the Ticket Purchaser acknowledges that the completion of the refund process depends on the chosen payment method.
- 12.5 Refund should be made to the Ticket Purchaser, not to the Ticket Holder. A person who wishes to be refunded has to prove that he/she is a Ticket Purchaser through submitting to PyeongChang 2018 the original Tickets and the information of the credit cards used for the payment or purchase receipts and any other documents necessary to prove it.
- 12.6 Refund will be made for the face value and there will be no refund of any applicable delivery fee or any other incurred fees. Cancelled Tickets cannot be exchanged for the Tickets of other Sessions.

13. Personal Data

- 13.1 The Personal Data that Ticket Purchasers provide to PyeongChang 2018 will, subject to applicable laws, be used, processed and stored by PyeongChang 2018 (including, as the case may be, shared by PyeongChang 2018 with the IOC) in accordance with the terms of PyeongChang 2018's ticketing privacy policy (full details of which are available at the PyeongChang 2018 Ticketing Website).

14. Liability

- 14.1 All Ticket Holders should strictly abide by the Spectator Policy as attached to these Terms and Conditions. A Ticket Holder is solely responsible for his or her own safety, for the safety of any accompanying children and for the safety of their own personal property.

- 14.2 Personal arrangements including travel, accommodation or hospitality relating to attendance at the Session which have been arranged by a Ticket Purchaser or Ticket Holder are at the Ticket Purchaser's or Ticket Holder's own risk.
- 14.3 Neither PyeongChang 2018, any ATR, any Venue owner, any member of the Games Body nor any other Person involved in the organization of the Games accept any responsibility for any loss, theft or damage of a Ticket Holder's personal property. A Ticket Holder will release PyeongChang 2018, ATRs, Venue owners, any member of the Games Bodies and any other Person involved in the organization of the Games from any liability for any loss or damage to personal property they may suffer in relation to his or her attendance at a Venue.
- 14.4 Neither PyeongChang 2018, any ATR, any Venue owner, any member of the Games Body nor any other Person involved in the organization of the Games shall be liable for any failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure or by the acts of third parties.
- 14.5 Except as required by law, neither PyeongChang 2018, any ATR, any member of the Games Body nor any other Person involved in the organization of the Games shall have any further liability to a Ticket Holder beyond the face value of the Ticket purchased (plus the relevant Ticket delivery fee if the Tickets have not yet been dispatched). Neither PyeongChang 2018, any ATR, any Venue owner nor any Games Body shall be responsible to the Ticket Purchaser or Ticket Holder for any indirect losses or damages including, but not limited to, punitive damages, loss of enjoyment, goodwill or profit and/or travel or accommodation expenses.

15. General

- 15.1 Any information requested relating to Tickets should be addressed to the relevant customer service centre, the contact details of which can be found at the PyeongChang 2018 Official Website or from the Authorised Ticket Source from whom the Tickets were obtained.
- 15.2 If PyeongChang 2018 delays or fails to enforce any of these Terms and Conditions, or if an ATR or other Authorised Ticket Source fails to enforce any of these Terms and Conditions on behalf of PyeongChang 2018, it shall not mean that PyeongChang 2018 has waived its right to do so at any subsequent time.

- 15.3 These Terms and Conditions constitute contractual purchase agreements between the Ticket Purchaser and PyeongChang 2018. No party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to the above cited agreements, which is not already set out in these agreements.
- 15.4 These Terms and Conditions have been drafted in Korean and translated to English. Translations of these Terms and Conditions to other languages may be made by Authorised Ticket Sources. In the event of any discrepancy between the Korean and a translated version of these Terms and Conditions, the Korean version shall prevail.
- 15.5 These Terms and Conditions are governed by the Law of the Republic Of Korea and any disputes arising out of any transaction with PyeongChang 2018 are subject to the exclusive jurisdiction of the Chuncheon District Court which is the court of first instance.

<< Spectator Policy >>

1. Personal Property

- 1.1 Subject to the restrictions stipulated in the prohibited and restricted items below, baby strollers may be restricted from being taken into the competition Venue, and should be requested to be stored in stroller storage room provided by PyeongChang 2018. On the other hand, spectators using wheelchairs can attend the competition using their wheelchairs.
- 1.2 PyeongChang 2018 has the exclusive right to determine what objects may be brought into a Venue by a Ticket Holder. PyeongChang 2018 will not store confiscated and/or unauthorised items at a Venue and a Ticket Holder will have no right for the item to be returned.

2. Prohibited and Restricted Items

2.1 Prohibited Items

All spectators, including Ticket Holders, are prohibited from transporting into a Venue any of the following items. Any spectator or Ticket Holder who is found to be in possession of any of the items below will have the items seized (with no right to have the items returned), shall be removed from a Venue, and may be subject to arrest and/or prosecution by the relevant authorities. The list below represents a summary of prohibited items and is subject to change at the discretion of PyeongChang 2018. An updated, detailed list of prohibited items can be found at the PyeongChang 2018 Ticketing Website.

2.1.1 Explosive Materials & Ignition Devices (or parts thereof)

- All explosive materials: TNT, dynamite, plastic explosives, liquid explosives, powdered explosives, including ammoniac explosives, etc.
- Electric detonators, blasting caps
- All forms of fireworks
- Incendiary devices: Flares and ignition devices (including flare guns), detonators and connecting devices
- Electro-mechanical devices which may remotely activate explosions
- All materials that can be used as improvised explosives

2.1.2 Firearms (or parts thereof) & All Devices and Ammunition Suspected of Weapons

- All firearms (including those which can discharge projectiles from inside the firearms using gas or air pressure)
- Parts of any kind of firearm
- All types of ammunition and gunpowder
- Realistic replicas of firearms (fake firearms, toy guns, copies and imitations of firearms)
- Other items that are not shaped like normal guns but may be used in a similar way

2.1.3 Narcotics and Psychotropic Drugs, Cannabis

- Narcotic and psychotropic drugs and cannabis which are prohibited to be produced, stored, possessed, and used according to the applicable laws of the Republic of Korea

◇ Exceptions

- Medications that contain narcotics and psychotropic drugs that have been prescribed by a doctor with presentation of such documentation (signed or sealed with the address of the hospital and the hospital's name or the doctor's license number)

2.1.4 Weapons or Any Other Materials that Pose a Threat

- All forms of knives, (short) swords, pocketknives, scissors, and razors
- Harpoons, crossbows, arrows
- Ice picks, saws, axes, screwdrivers, hammers, pliers, wrenches
- Drills, nail guns, electric saws, cutters
- Needles, pins
- Camera stands, poles, trekking poles, golf clubs, bats, helmets
- Other large materials that may cause physical harm

◇ Exceptions

- Selfie sticks (except those of excessive length or thickness that may threaten others' safety)
- Essential items (including stick, trekking pole, etc.) in the aid of people with limited mobility
- Required items for movement, eating and drinking (including special knives, openers, etc.) for patients, infants, and people with proven medical conditions

2.1.5 Compressed and Liquid Gas

- Household gas (butane and propane gas in a container)
- Other sprays which use compressed and liquid gas as a solvent

- Compressed and liquid gas that may temporarily or permanently harm people
- Fillers and connecting devices for any compressed or liquid gas
- Other devices or substances suspected of containing compressed or liquid gas

◇ Exceptions

- Lighters or matches for smoking (except items that look like firearms or are dangerous)

2.1.6 Strong Acids and Dangerous Items (flammable)

- Strongly acidic substances (including hydrochloric acid, sulfuric acid, silane, perchloric acid, etc.)
- Poisonous substances such as potassium cyanide
- Oxidizing solids (chlorite, chlorate, perchlorate, peroxide, bromate, nitrate, iodides, permanganate, dichromate, etc.)
- Flammable solids (red phosphorus, sulfur, iron, metal powder, magnesium, other flammable solids, etc.)
- Pyrophoric materials and water reactive chemicals (potassium, sodium, alkylaluminium, yellow phosphorous, alkali metals and alkaline earth metals, organometallic compounds, metal hydride, metal phosphide, calcium or aluminum carbide, etc.)
- Flammable liquids (carbon disulfide, ethyl ether, acetone, gasoline, alcohol, kerosene oil, diesel, various paints and varnishes, and various oils such as heavy oil, creosote oil, gear oil, cylinder oil, edible oil, etc.)
- Self-reactive substances (organic peroxide, nitric ester, nitrous compounds, azo and diazo compounds, hydrazine derivatives, hydroxylamine, hydroxylamine salts)
- Oxidizing liquids (perchloric acid, hydrogen peroxide, nitric acid)
- Other substances suspected to be corrosive, explosive, flammable, and oxidizing

2.1.7 Items that May Interrupt Operations of the Venue or Competitions during the Events

- Goods with sales purposes inside secured areas, banners, printouts, ropes, protest banners, clothing, etc. with phrases and paintings that express racial, religious, political, commercial or other propaganda that violate the Olympic Charter, public order, and common public sensibilities.
- Large flags (exceeding 2 metres long and 1 metre tall) and flags of non-participating countries as well as banners or markers containing commercial symbols or messages
- Light emitting devices including laser pointers, flash bulbs, etc.
- Instruments that may interrupt Games operations and spectators' ability to hear (with sharp or loud sounds from cheering tools including small gongs, gongs, loudspeakers, vuvuzelas, and whistles)
- Wireless signal equipment (wireless controlling devices and their transceivers including radios, routers, jammers, and drones)
- Various subsidiary equipment for movement such as bicycles, roller skates, skateboards, and folding chairs, mats, tents, etc.
- Sports accessories and equipment
- Large items unable to be screened such as large bags (over 50×50×50cm in size) and other large items that may interrupt spectators viewing of competitions
- Other items that may interrupt viewing of competitions

◇ Exceptions

- Banners for cheering that do not contain any racial, religious, political, commercial or other propaganda (within 2 metres by 1 metre in size)
- Equipment and supplementary materials for the movement of infants and those with disabilities
- National flags of the registered countries for the Games (within 2 metres by 1 metre in size)

- Items sold and provided at the official stores of PyeongChang 2018 within Games facilities

2.1.8. Pharmaceuticals

- Liquid pharmaceuticals more than 100mℓ in volume
- Pharmaceuticals less than 100mℓ in volume not visible in opaque or metal containers
- Over 5 different types of pharmaceuticals in a sealed package
- Syringes or pharmaceuticals in aerosol form

◇ Exceptions

- Pharmaceuticals prescribed by a doctor with presentation of such documentation (signed or sealed with the address of the hospital and the hospital's name or the doctor's license number)

2.1.9 Others

- Pets
- Glass containers of all types
- Unidentified liquids, gels, creams, and powders inside opaque containers
- Food and beverages of any kinds (both alcoholic and non-alcoholic beverages)
- All liquids not otherwise exempted in this document

◇ Exceptions

- Service animals for the aid of people with limited mobility (including guide dogs for those with visual impairments)
- Creams, lotions, or oils up to 5 per person and personal hygiene goods contained in an original container, less than 200mℓ, and less than 1ℓ in total (glass containers not allowed)
- Beverages (both alcoholic and non-alcoholic) sold and provided at the restaurant and official stores of PyeongChang 2018 within Games facilities
- Non-perishable food and beverages (not exceeding 1ℓ) in glass or thermal containers for patients, infants, and people proven to have medical conditions

2.2 Restricted Items

All spectators, including Ticket Holders, are allowed to bring into the venues the following items in a restricted manner. Any spectator or Ticket Holder who is found to be in possession in violation of the restriction below will have the items seized (with no right to have the items returned), shall be removed from a Venue, and may be subject to arrest and/or prosecution by the relevant authorities. The list below represents a summary of restricted items and is subject to change at the discretion of PyeongChang 2018. An updated, detailed list of restricted items can be found at the PyeongChang 2018 Ticketing Website.

- Non-perishable snacks (not exceeding 1ℓ) in original and sealed packaging for personal consumption (ex. biscuit, cereal bars, etc.; but excluding sandwiches, hamburgers, bread or any kinds of food which may be viewed to be perishable by PyeongChang 2018)
- Non-perishable food and beverages for consumption by infants and toddlers, patients, and people proven to have medical conditions
- Empty plastic water bottles to be filled with water inside the secured area (limited to 1ℓ-clear water bottles without a brand name)
- Small folding umbrellas without sharp edges and without any manufacturer's or supplier's brand names printed visibly)

3. Obligatory and Forbidden Behaviour

3.1 Prohibited Behaviours

3.1.1 Any behaviour by a Ticket Holder that, in PyeongChang 2018's view, creates a dangerous situation, puts at risk an individual's personal security, is against public order, interferes in any way with the orderly execution of a Session or disrupts the enjoyment of a Session is forbidden and may result in a refusal of admission to or removal from the Venue without refund.

3.1.2 The following is an illustrative list of prohibited and restricted behaviour within any Venue, and is subject to change at the discretion of PyeongChang 2018:

- Entering without a valid ticket or AD card or using a scalped ticket

- Throwing or launching materials into field of play or seating areas, disturbing or interfering with event operations
- Blocking passages by sitting around gates, stairs, or in aisles without permission
- Climbing fences, light towers, or other facilities. Standing on the seats.
- Smoking in non-designated areas
- Entering a prohibited area without permission
- Destroying, damaging or manipulating buildings, trees, signage, or other objects or facilities
- Destroying or invalidating seals placed by Government Securities or PyeongChang 2018 Security Team without permission
- Threatening, overpowering, insulting, or provoking others including referees, athletes, staff, and operational crews
- Building tents, cabins, or similar objects
- Entering the facilities under the influence of alcohol
- Entering the facilities under the influence of drugs
- Soliciting, making speeches, assembling, propagating a religion
- Using fire from sources other than lighters in designated smoking zones
- Cars entering into or parking in undesignated areas
- Distributing, posting or damaging advertising materials, fundraising
- Dumping trash or other waste in undesignated areas
- Disturbing the Games or causing harm to facilities and spectators

3.1.3 Any Ticket Holder also shall not:

- undertake any form of ambush marketing, which shall include any activity, whether commercial or non-commercial, that creates, implies or refers to a direct or indirect association of any kind (including an association in the minds of members of the public) with the Games or any Games Body (PyeongChang 2018, IOC, KOC or of any other official Olympic Body), and includes the display or distribution of advertising materials or products with the intention of gaining exposure for any brand in or within the vicinity of

venues at which the Games are taking place, unless such activity has been authorized by PyeongChang 2018 and/or other entity which is entitled to give such authorization;

- cause to be done, or permit anyone to do, anything which might damage or endanger the validity or distinctiveness of, or the goodwill in, the Protected Marks of any Games Body; or
- do anything which would have an adverse effect on any Games Body, or any official supporter or broadcaster of the Games.

3.2 Obligatory Behaviours

3.2.1 A Ticket Holder's breaching the following may result in a refusal of admission to or removal from the Venue without refund.

- Presenting tickets, identification cards, or AD cards on request
- Cooperating with safety searches of personal belongings
- Observing Venue protocols and the security crew's instructions
- Sitting in one's designated venue's seat or area as printed on the ticket (standing in aisles or on stairs during a Session is not permitted and Ticket Holder may be asked to return and sit in one's seat by the operational crew)

4. Security inspections

4.1 PyeongChang 2018 may conduct security searches to ensure safety at a Session.

4.2 A Ticket Holder who rejects a security search or refuses to comply with rules and security notices published by PyeongChang 2018 will be required immediately to leave the Venue, without refund to the Ticket Holder or Ticket Purchaser.

5. Filming, photography and taping

5.1 Ticket Holders agree that the event for which Tickets have been purchased is public, and that their appearance and actions inside and in the perimeter of the Venue where the event occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at the event.

- 5.2. Ticket Holders agree to being photographed, filmed, identified and/or otherwise recorded by PyeongChang 2018, the IOC, the IPC, or third parties authorized by them, who, without payment, have the right to use any such photographs, films or recordings during and after the PyeongChang 2018 Games, for the maximum duration permitted under the applicable laws, in any content format and through any media or technology whether now existing or created in the future and whether such use is commercial or non-commercial.
- 5.3. Ticket Holders may take or record still and moving images and/or sounds within Venues and agree that the IOC shall be sole owner of any intellectual property rights (including copyright) in such content without further authorization from, or compensation to, the Ticket Holder or anyone acting on his/her behalf, and hereby assign any rights he/she may have in respect of such content to the IOC, including without limitation the right to make derivative works, waiving all moral rights in the same.
- 5.4. Pursuant to the above, the IOC hereby grants to Ticket Holders with a limited and revocable licence to use the still and moving images and/or sounds taken or recorded within Venues provided that such use is personal, private, non-commercial and non-promotional. Notwithstanding the foregoing, Ticket Holders shall not transmit any moving images and/or sounds taken or recorded within Venues over the internet, radio, television or any other media now known or hereafter invented (with such prohibition including, without limitation, not posting such content on social media platforms or live-streaming such content through any website or application), without the IOC's prior consent.
- 5.5. Ticket Holders are prohibited from collecting, disseminating, transmitting or publishing any scores, statistics or other information related to the events taking place within the Venues for any commercial, betting or gambling purpose.
- 5.6. In order to protect the privacy of residents in Host City, it is prohibited to take pictures in "Photography Prohibited Area" designated in Olympic Park or otherwise as established by the IOC or PyeongChang 2018.