



CARTAN Tokyo 2020™ TICKET TERMS AND CONDITIONS

The following terms and conditions for ordering event tickets are put forth by Cartan Tours, Inc. (DBA Cartan Global) and are in accordance with regulations set forth by Tokyo 2020™. These Terms and Conditions apply between the client ("The Client") and Cartan ("The Company"). By submitting the order online The Client agrees to the Event Ticket Terms & Conditions.

Use of tickets for promotional purposes for any third party, product or service, including contests or for the intent of resale, is strictly prohibited. The Company reserves the right to refuse to supply the tickets and cannot be held liable to make any refunds. Further, The Company cannot be held liable for any out of pocket expenses that may be incurred by a third party that seeks to undertake an unauthorized promotion, but is subsequently forced to cancel the said promotion if The Company refuses to supply the tickets. To purchase tickets from The Company, The Client must be a resident of one of the 30 countries listed on The Company's website (www.cartanglobal.com).

Ticket prices and conditions for sale are established by Tokyo 2020™. Ticket prices are subject to change. Ticket prices are established by Tokyo 2020™ and converted from JPY to U.S. Dollars at a fixed exchange rate approved by Tokyo 2020™. The ticket prices published are in USD and include a 20% handling fee for each ticket up to a capped amount of ¥6,000 per ticket.

To purchase tickets from The Company, The Client MUST be a resident of one of the following countries: Aruba (ARU), Barbados (BAR), Belize (BIZ), Bermuda (BER), Cayman Islands (CAY), Chile (CHI), Colombia (COL), Costa Rica (CRC), Dominican Republic (DOM), Ecuador (ECU), Federated States of Micronesia (FSM), Grenada (GRN), Guam (GUM), Guatemala (GUA), Guyana (GUY), Haiti (HAI), Honduras (HON), Jamaica (JAM), Latvia (LAT), Mexico (MEX), North Macedonia (MKD), Panama (PAN), Puerto Rico (PUR), St. Lucia (LCA), St. Kitts and Nevis (SKN), St. Vincent and the Grenadines (VIN), Slovenia (SLO), Trinidad and Tobago (TTO), Venezuela (VEN), and the Virgin Islands (ISV) and any European Economic Area (EEA) Country. Proof of residency will be required to pick up purchased tickets. The EEA countries are: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, The United Kingdom.

Payment Methods Accepted: Visa is the preferred card of the Tokyo 2020 Summer Olympic Games. Additional forms of payment also accepted are MasterCard, American Express and Discover Card.

All tickets will be sold on a first come first serve basis. If you need tickets to events we do not have available, you may submit a request by filling out an order form and submitting a long with a credit card authorization form. We will submit the request to Tokyo 2020 on your behalf. If we are able to confirm your request your credit card will be charged accordingly. With submitting a ticket request for tickets, we do not have inventory, you are agreeing to purchase these tickets and they will be non-refundable once confirmed to you. A valid credit card must accompany ticket orders to be requested.

Cancellation of Tickets: The Company reserves the right to cancel ticket orders that are not paid in full by the designated due date. Once tickets are confirmed and paid in full, tickets are non-refundable.

Tokyo 2020™ reserves the right to make alterations to the event schedule and/or content of individual sports sessions at its exclusive direction and without notice. No refunds will be provided if the content of a sports session

is altered and the spectator no longer wishes to attend. Tokyo 2020™ also reserves the right to alter, without refund, the seating/spectator arrangements at individual venues without prior notice.

Should Tokyo 2020™ cancel any event and offer a refund on applicable tickets to The Company, this refunded amount (face value of the ticket) will be extended to The Client. Schedule and venue changes are not considered cancellations, therefore no refund will be allowed. THE COMPANY CANNOT BE RESPONSIBLE FOR SCHEDULE CHANGES OR MISSED EVENTS.

When planning The Client's itinerary, The Client shall leave plenty of time for traveling to and from the venues and allow for queues entering and exiting the stadiums. It has been The Company's experience that transfers between venues can take a minimum of two to three hours.

The Client shall not try to visit too many events each day as this will make The Client extremely tired and will decrease The Client's enjoyment of the Games. The Company recommends that The Client shall try to avoid visiting more than two events per day.

The Company strongly advises that The Client does not plan to attend an event on either The Client's day of arrival or departure. The Client will need to collect his / her tickets from The Company's ticket center in Tokyo. This may affect the event The Client plans to watch first on the date The Client plans to arrive in Tokyo. For tickets processed on the same order, every effort will be made to have The Client's party seated together. However, seat assignments cannot be guaranteed either by location in the venue, nor for members traveling together. Seat locations will not be known in advance. The Company assumes no responsibility for lost or destroyed tickets. The Client shall note that lost or destroyed tickets are difficult to replace. Tickets in their entirety must be presented in good condition for entry to all events.

The Company will be adding a processing and handling fee to all the event tickets. The prices listed in ¥JPY in this brochure are the face value of the tickets. The TOTAL PRICE in USD includes the exchange rate, handling (20% of face value of ticket up to a capped amount of ¥6,000) and delivery fees (up to \$75 USD) set forth by Tokyo 2020™. The TOTAL PRICE is final and the Authorized Ticket Reseller will not sell tickets in excess of its total published price.

The tickets allocated to The Company are largely located in the C and D categories. There is a very limited amount of tickets in the top two categories (A and B) which has been allocated by Tokyo 2020™. If the company does not have tickets available in the price category preferred, the client may request that the company submit a request on their behalf. The Company will ensure that The Client receives the best seating possible but cannot guarantee seating in the top categories listed for each event.

If The Client has already placed a ticket order, The Client can complete additional ticket orders. The total number of tickets combined in The Client's order must not exceed the amount limitation of forty – eight (48) tickets. Once the threshold of twenty (20) tickets is reached, the entire order will be submitted to Tokyo 2020™ and it is subject to review and approval by Tokyo 2020™. There is a maximum of four (4) tickets per event session that can be requested by The Client.

Pricing and Typographic Mistakes: The Company's objective is to provide The Client with information as accurate as possible. However, some mistakes related to pricing or to typography may occur. In the event this happens, The Company has the right to cancel the orders for the specific mistaken item. Moreover, in case of a mispriced item, The Company will, at its own discretion, call The Client to cancel



the order and provide full refund or give The Client instructions regarding the procedures to follow. The Client shall know that tickets and travel prices and availability may vary without notice from The Company.

The Client will have to sign that The Client has reviewed the Tokyo 2020™ and The Company's Ticketing Terms and Conditions onsite before the reception of tickets. In addition to The Company's terms and conditions the ticketing terms also have to abide to the Tokyo 2020™ Terms and Conditions of Ticket Purchase which can be found on The Company's website (www.cartanglobal.com).