



ARTICLE

PARIS 2024 OLYMPIC GAMES: YOUR QUESTIONS ABOUT TICKETING

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Paris 2024 Olympic Games: your questions about ticketing

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As the Paris 2024 Olympic Games are fast approaching, we are sharing our insights into ticketing.

You have questions about the resale of your tickets, the transfer procedures, or what to do in case of unforeseen changes?

We bring you all the answers you need to ensure that your Olympic experience is as memorable as it is exceptional. Set off with all the essentials in hand!

1. Is it possible to resell tickets?

In principle, the Ticketing Terms and Conditions of Paris 2024 (hereinafter referred to as the "**Ticketing Terms and Conditions**") provide for a **prohibition on reselling or transferring tickets** without the express consent of Paris 2024.

However, as an exception to this principle, Paris 2024 intends to establish an official platform for the resale of tickets between individuals. This platform will be launched in spring 2024 and will be the sole channel through which ticket resale will be authorized. The conditions and procedures applicable to this resale are not yet known and are expected to be published concurrently with the opening of the resale platform.

2. I am a ticket holder but am unable to attend the event - can I send someone else in my place? Will the ticket holder's identity be verified?

All tickets sold are **nominative**, and the Ticketing Terms and Conditions expressly state that **the transfer of tickets to another person is only possible through the Paris 2024 official ticketing website**. Therefore, to be valid, any ticket transfer must be "officially" processed through the official ticketing **website**— it is not possible to give tickets to another person without recording this transfer on the official ticketing **website**.

In this regard, Paris 2024 does not plan to carry out systematic identity checks on ticket holders but reserves the right to carry out **spontaneous identity checks** for legitimate reasons. Such checks could, for instance, be conducted at the entrance of competitions.

It should also be noted that access to the venues and competitions requires a **smartphone**: the Ticketing Terms and Conditions specify **that valid tickets must be presented via the ticketing app**. As a result, every ticket holder must have a working smartphone with sufficient charge, or risk being refused access to the venue or competition.

3. What are my rights in the event of a change to a competition (cancellation, postponement, or advancement)?

The rights of ticket holders vary depending on several scenarios outlined in the Ticketing Terms and Conditions:



I. The competition is advanced or postponed:

The Ticketing Terms and Conditions distinguish two situations:

- **Advancement or delay of a session** (i.e., the competition takes place on the same day but earlier or later): in this case, no refund will be issued;
- **Anticipation or postponement of a session** (i.e., the competition is held on a different date):
 - If the new timeslot has already been put up for sale^[1], Paris 2024 will automatically reimburse the face value of the ticket;
 - If the new timeslot has not already been put up for sale, the purchaser will have the option to either (i) confirm his/her availability to attend the postponed or anticipated session or (ii) request a refund of the face value of the ticket.

II. The competition is interrupted or suspended:

In the event of a competition being suspended, various scenarios may arise:

- In the event of **suspension with resumption on the same day**, no refund can be requested, even in the case of force majeure;
- In the event of **suspension after substantial completion** (meaning that "(i) 50% of the scheduled session time has elapsed, (ii) 50% of the events constituting the session have been completed, or (iii) 50% of the rounds (i.e., races, fights, matches...) included in the session have been conducted") and a **resumption at a later date**, no refund can be requested, and the ticket holder is not guaranteed access to the resumed session (Paris 2024 retains the discretionary right to allow the ticket holder to attend the resumed session).
- In the event of a **suspension without substantial completion**:
 - If the session is rescheduled to a later date within an available timeslot¹: the ticket holder will have the option to either attend the remainder of the competition or resell the ticket on the official resale platform. No refund will be issued;
 - If the session is rescheduled to a later date within a slot that has already been put up for sale, Paris 2024 will automatically refund the face value of the ticket.
- In the event of a **permanent interruption** of a session;
 - If the interruption occurred after substantial completion of the session: no refund will be issued;
 - If the interruption occurred before substantial completion of the session: Paris 2024 will automatically refund the face value of the ticket.

III. The competition is cancelled:

In the event of a **definitive cancellation** of the scheduled session, Paris 2024 will automatically refund the face value of the ticket. This is the only recourse offered by Paris 2024, and it specifically excludes any other claims or compensation of any kind.

[1] It should be noted that at this date, the terms "slot put up for sale" and "available slot" are not clearly defined in the



Ticketing Terms and Conditions.
