**CoSport Customer Letter**

Dear [Customer],

We hope this message finds you well in these continuing difficult times. You may have heard reports that the Japanese Government announced it is restricting the attendance of international spectators at the Tokyo 2020 Olympic and Paralympic Games.

This has been a tough year as all of us have had to manage the impacts of the COVID-19 pandemic. We were hopeful Tokyo 2020 would mark a global turning point as the world gathered to celebrate the Games. Unfortunately, the Japanese Government’s decision related to spectator attendance is yet another disappointing blow, so we are reaching out now – despite the fact no detailed information related to the refund process has been shared with us– to outline what you might expect. Whatever process the Japanese organizers develop, CoSport is committed to being a strong ally in guiding you through it.

Because the Japanese Government has restricted international spectator attendance:

* CoSport and the Norwegian Olympic Committee will work diligently with the Tokyo 2020 organizers to secure your refund based on the terms and conditions of your purchase as well as the policies and procedures set by Tokyo 2020 and approved by the International Olympic Committee.
* The refund process likely will be similar to the way refunds were provided last year for those who chose the option not to attend due to the postponement. We have learned from that unprecedented situation and are endeavoring to make the process smoother.
* The Tokyo 2020 organizers first will have to return the necessary funds to CoSport because CoSport, as an intermediary, long ago forwarded your payment for your tickets to them.
* We have been assured by the International Olympic Committee that Tokyo 2020 will honor this responsibility, and Tokyo 2020 has confirmed this in public statements.
* If you have purchased ticket and hotel packages, we also will have to work with the Japanese hotels to refund the monies already provided to them to secure your rooms.

We will work to provide your refund as soon as allowed by the process; however, as the organizers continue to navigate the unusual circumstances brought on by COVID-19, the process likely will take some time. We ask for your patience and understanding in advance as the Olympic authorities and we work through the details.

For the reasons specified above, CoSport is unable to provide an immediate refund. In addition, any attempt to obtain a refund through third parties, such as credit card companies, rather than directly from CoSport, prior to any final announcement related to the refund policy set by Tokyo 2020 or before the entities mentioned above return your monies to CoSport, will not be honored. We ask that you refrain from seeking a refund through your credit card company as Tokyo 2020 and CoSport are handling refunds as outlined above. In fact, experience has shown that attempts to circumvent the official process will complicate the process and delay your refund.

As soon as Tokyo 2020 provides us with detailed information about the refund process, we will update you with more information about how to apply directly to CoSport for your refund. Although we will not have more information until the formal policy is released, please feel free to reach out to our customer service personnel.

Best regards,