



## 2028 Games Ticketing Terms and Conditions

### General Public

These ticketing terms and conditions of sale (“**Ticketing Terms**”) govern the purchase and use of each official ticket issued to a member of the general public (“**Ticket**”) for an official event, including but not limited to a ceremony, cultural event, concert, fan experience, and sporting session (“**Event**”), of the Los Angeles 2028 Olympic Summer Games and Paralympic Summer Games (“**Games**”). The Games are organized by the Los Angeles Organizing Committee for the Olympic and Paralympic Games 2028 d/b/a LA28 (“**LA28**”), which is the original issuer of all Tickets to the Games.

Any person who purchases, otherwise receives, or uses a Ticket is referred to as a “**Ticket Holder**,” “**you**,” or “**your**” throughout these Ticketing Terms and is subject to, and must comply with, these Ticketing Terms. Any person who purchases a Ticket from an Official LA28 Platform (as defined below) is a “**Purchaser**”. Any Purchaser who transfers as may be allowed under the Ticketing Terms such Ticket to another person for such other person’s use shall ensure that such recipient is made aware of, agrees with, and complies with, these Ticketing Terms.

**Every person attending an Event must have their own individual Ticket, including children of all ages without exception.**

By purchasing, otherwise receiving, or using a Ticket, you, on behalf of yourself and, to the extent permitted by law, any accompanying minors, are deemed to have read, understood, signed, and agreed to be bound by these Ticketing Terms. These Ticketing Terms shall constitute a valid, binding, and enforceable legal agreement between you and LA28.



ARBITRATION: PLEASE READ THESE TICKETING TERMS CAREFULLY AS THEY MAY IMPACT YOUR LEGAL RIGHTS AND ABILITY TO BRING FUTURE LEGAL ACTIONS. SECTION 11 OF THESE TICKETING TERMS REQUIRES, AMONG OTHER THINGS, THAT ALL DISPUTES WITH LA28 AND/OR ARISING OUT OF OR RELATING TO THESE TICKETING TERMS BE RESOLVED ON AN INDIVIDUAL BASIS, WITH LIMITED EXCEPTIONS, AND THROUGH FINAL AND BINDING ARBITRATION IN LOS ANGELES COUNTY OR IN SMALL CLAIMS COURT. IF YOU WANT TO OPT OUT OF THE ARBITRATION AGREEMENT, THE ARBITRATION PROVISIONS CONTAINED IN SECTION 11 DESCRIBE THE PROCEDURE YOU MUST FOLLOW TO DO SO. THE ARBITRATION PROVISIONS ALSO INCLUDE ADDITIONAL TERMS REGARDING MASS FILINGS.

SECTIONS 8 AND 9 OF THESE TICKETING TERMS CONTAIN AN ACKNOWLEDGMENT AND ASSUMPTION OF RISK, A WAIVER OF LIABILITY, AND A RELEASE OF LIABILITY AS TO LA28 AND OTHER RELEASEES (AS DEFINED BELOW).

Venues where Events will take place, including each venue's immediate surrounding area and security perimeter, are referred to herein as "**Venues**." Each Venue has its own rules and policies that must be adhered to when attending an Event at the Venue ("**Venue Terms**") in addition to these Ticketing Terms. You are responsible for reading and abiding by any applicable Venue Terms. Additional Venue Terms may be posted on a Venue's website or made available at the Venue itself. To the greatest extent possible, the Venue Terms shall be interpreted and construed as supplementing, and consistent with, these Ticketing Terms; in the event of any unavoidable conflict between the Venue Terms and these Ticketing Terms with respect to any conduct within an applicable Venue, the applicable Venue Terms should prevail with respect to such conduct.

## I. TICKETS AND TICKET PURCHASES

a. Tickets are a Revocable License. Each Ticket is a personal, revocable, transferable (solely accordance with Section 3 and applicable law) license for one person to enter a Venue on a specific date to attend a specific Event, subject at all times to these Ticketing Terms, Venue Terms, Rules (as defined below), and any other applicable rules, laws, or policies.

b. Authorized Sellers: Only Tickets purchased through the following sales platforms authorized by LA28 are validated as authentic and official Tickets:

*The Official LA28 Platforms*

The only official platforms that LA28 authorizes to sell Tickets are:

(i) LA28, via its ticketing website (<https://tickets.la28.org> (<https://tickets.la28.org/>)) (the “**LA28 Ticketing Site**”) and its official mobile ticketing application (“**LA28 Ticketing App**”); and

(ii) the ticketing website(s) and mobile apps operated by LA28’s official third-party Ticketing service provider, Eventim AXS Ticketing LLC (the “**Ticketing Service Provider**”), and/or by its constituent members, AXS Group LLC and Eventim USA LLC including via their websites at [axs.com](http://axs.com), [eventim.com](http://eventim.com) & [eventim.us](http://eventim.us) (collectively, all such websites and apps are the “**Ticketing Service Provider Platforms**”).

Please note that if you purchase Tickets from the Ticketing Service Provider Platforms, the Ticketing Service Provider will handle the transaction and collect payment for LA28, but is selling Tickets on behalf of LA28.

Collectively, the LA28 Ticketing Site, LA28 Ticketing App, and Ticketing Service Provider Platforms are the “**Official LA28 Platforms**”).

*Authorized Hospitality Provider Platforms*

Tickets that are included as part of hospitality packages (i.e., packages consisting of at least one Ticket to a ceremony or sporting session of the Games and at least one hospitality element, which may include but is not limited to transportation, accommodation, hospitality space, food and beverage service, or required credentials) must be purchased through LA28’s authorized third-party hospitality provider, On Location Events (“**Hospitality Provider**”). All Tickets, including Tickets that are purchased as part of a package from the Hospitality Provider are subject to these Ticketing Terms and will be delivered exclusively via the LA28 Ticketing App as outlined below.

**At this time, LA28 does not validate the authenticity of or ability to use any ticket purchased through any sources or platforms other than the Official LA28 Platforms or the Hospitality Provider expressly identified above.** As stated in Section 9 below, LA28 and the Ticketing Service Provider are not liable for the purchase or use of any such tickets and, if such tickets are determined to be inauthentic or invalid (in the sole discretion of LA28), any individuals with such tickets may be denied access to the Venue, or be removed from the Venue, without being entitled to any refund or compensation.

c. Pricing; Fees and Charges

If you purchase Tickets via an Official LA28 Platform, you agree to pay, in addition to the price for the Tickets, other fees, charges, and any applicable sales or other taxes (including, but not limited to, any applicable admissions tax) disclosed to you and referenced on your receipt, in each case to the extent applicable.

Fees and charges will be displayed to you during the purchase process; it is your responsibility to review them prior to purchase. By submitting an order to purchase Tickets, you accept all such fees, charges, and taxes.

All prices for Tickets are displayed in U.S. dollars. If you purchase Tickets with a different currency, you accept that your currency may be converted to U.S. dollars to complete your purchase, and you agree to accept the currency-conversion rates that are used by LA28 and/or its providers. You also accept that you may pay additional fees or charges to pay with non-U.S. currency.

Your designated payment method will be charged at the time of purchase for the value of your Tickets, plus any applicable fees, charges, and taxes disclosed to you. By ordering Tickets, you authorize and accept all such amounts.

d. Eligibility to Purchase Tickets; Restrictions and Limitations on Purchases. Purchasers must be eighteen (18) years of age or older. Individuals that have not yet reached the age of majority in their jurisdiction of residence must have their parent/legal guardian's permission in order to purchase tickets. Each Purchaser is permitted to use only one account to purchase Tickets to the Games. You may not

register multiple accounts or purchase Tickets with multiple accounts. At this time, each Purchaser is permitted to purchase no more than twelve (12) Tickets for the Games. LA28 may, at its sole discretion, increase or decrease the number of Tickets a Purchaser may purchase for the Games and/or limit the number of Tickets a Purchaser may purchase for a single Event. LA28 also reserves the right to suspend or resume Ticket sales at any time. If you register multiple accounts, purchase Tickets using multiple accounts, exceed the Ticket limit, or otherwise violate these Ticketing Terms, the procedures for one or more draws that LA28 may hold for timeslots to purchase Tickets (“**LA28 Draw Procedures**”), or any other applicable rules, laws, or policies, LA28 may (in its sole discretion) cancel or suspend your accounts without limitation, and/or cancel your Tickets without limitation.

All Tickets are offered subject to availability and, if applicable, the applicable LA28 Draw Procedures (available at: <https://la28.org/en/ticketing/ticket-draw-terms.html> (<https://la28.org/en/ticketing/ticket-draw-terms.html>)). Any inquiries relating to Tickets or your order should be raised with LA28 prior to purchase, since (without limiting other ways you can accept these Ticketing Terms) submitting an order to purchase constitutes acceptance of these Ticketing Terms. LA28 does not promise or guarantee the availability of Tickets.

You represent and warrant (whether as Purchaser or Ticket Holder) that you are not: (a) designated on the Office of Foreign Assets Control’s List of Specially Designated Nationals and Blocked Persons; (b) otherwise subject to a blocking order by the U.S. Government; (c) located, ordinarily resident, or organized in a jurisdiction that is subject to comprehensive economic sanctions imposed by the United States (such as those applicable to Cuba, Iran, and North Korea); or (d) if a legal entity, owned or controlled, directly or indirectly, individually or in aggregate, by any individual, entity, organization, or government described in the foregoing. Any breach of this representation is a material breach of the Ticketing Terms in accordance with Section 13 below. Any Ticket purchased, received, or used in breach of these Ticketing Terms is void at inception, and LA28 reserves the right to cancel, terminate, suspend, or modify any sale or to cancel any account, Ticket, or order therefor, including any transfers or assignments of Tickets, with no refund or reimbursement.

You may not use or attempt to use any automated software, application, tool, “robot,” “spider,” “offline reader,” or other technology that places orders for Tickets via the Internet or that can replicate the online purchasing activity of a group or several persons, including to circumvent any security measure, access control system, or other technological control or measure imposed by or on behalf of LA28 to enforce Ticket limits, or that otherwise violates these Ticketing Terms or any other applicable rules, laws, or policies.

If the amount you pay for a Ticket is incorrect, regardless of whether it is an error in a price posted on the Official LA28 Platforms or otherwise communicated to you, or if you are able to order Tickets before their scheduled on-sale date, then LA28 reserves the right, at its sole discretion, to cancel your order and refund to you the amount that you paid – regardless of how the error occurred.

If it appears, in LA28’s sole discretion, that any Tickets have been purchased or obtained in violation of these Ticketing Terms, or if it appears that any Tickets have been purchased or obtained fraudulently or in violation of any other applicable rules, laws, or policies, such Tickets will be considered invalid and void and the Ticket Holders will be denied access to the Venue, or be removed from the Venue, without being entitled to any refund or compensation.

You are solely responsible for providing complete and accurate information in connection with the Ticket ordering and purchasing process. LA28 disclaims all responsibility in case of error or invalidity of information provided during the Ticket ordering and purchasing process, or any failure to deliver a Ticket due to any incorrect or invalid information provided by Purchaser. If, for any reason, the Ticket ordering process is not completed in the period allotted by the Official LA28 Platforms or the LA28 Draw Procedures, or any payment method is refused, the order at issue will be cancelled and LA28 will not be liable for such a cancellation and the Ticket Holder shall not be entitled to any refund or compensation in any such instance.

Purchasers are permitted to purchase Tickets for more than one Event on the same day, including Events that take place in different Venues. **You hereby acknowledge the risks of purchasing or attempting to use Tickets for more than one Event on the same day, including Events held at different Venues.** Such risks include, but are not limited to, travel time between Events or Venues, delay in entering a Venue, or Events running beyond their scheduled completion times. You agree that Releasees (as defined below) are not liable for a Ticket Holder missing an Event or arriving late to an Event, and the Ticket Holder shall not be entitled to any refund or compensation in any such instance.

**Ticket orders may not be modified or cancelled by you for any reason,** and LA28 shall not be required to grant any refund or exchange, except as expressly provided otherwise in Section 6 of these Ticketing Terms.

## 2. TICKET ISSUANCE

After payment for a Ticket has been confirmed, the Purchaser will receive confirmation of their purchase by email to the electronic mail address provided at the time of the order. If you do not receive an order confirmation, or if you discover an error in the order confirmation, you must immediately contact Customer Care - visit the [Help Center \(https://get.support.tickets.la28.org/hc/en-us/requests/new\)](https://get.support.tickets.la28.org/hc/en-us/requests/new) for details about how to contact Customer Care.

The Tickets that Purchasers use to enter the Event will be electronically delivered exclusively within the LA28 Ticketing App, at a later date after purchase, and will be useable in digital format only. You must have a mobile device that is in working order, sufficiently charged, and compatible with digital tickets to present your Ticket at a Venue using the LA28 Ticketing App. Physical Tickets will not be accepted for entry into any Event or Venue.

LA28 strongly recommends downloading the LA28 Ticketing App well in advance of the Event, as wireless and other connectivity issues may slow downloads of the LA28 Ticketing App at the Venue, near the Venue, and/or on the way to the Venue. Neither LA28 nor any of the Releasees (as defined below) is in any way responsible for your inability to download the LA28 Ticketing App or access your Tickets.

The final digital Ticket required to access the Event may not be displayed within the LA28 Ticketing App until shortly before the Event begins. If a seat is not assigned at the time a Ticket is purchased, LA28 will notify Purchaser of the assigned seat at the time the Ticket is delivered. If multiple Tickets were purchased together, LA28 does not guarantee the proximity of any seats to one another, and seats may be assigned on separate sides of an aisle, in front of or behind one another, or apart from one another. LA28 reserves the right to exchange any assigned seat for a comparable seat (as determined by LA28 in its sole discretion) should it be necessary to do so.

LA28 reserves the right, at its sole discretion, to modify its Ticket distribution methods in the event that technology changes or circumstances arise where the Ticket distribution method contemplated by these Ticketing Terms would be impractical, unfeasible, or unreasonable.

Further, LA28 reserves the right to provide alternative seats at an Event to those specified on the Ticket if LA28 reasonably determines this is necessary, provided the alternative seats are of no less value than the seat(s) stated on the Ticket.

### **3. TICKET TRANSFER**

Ticket Holders may transfer eligible Tickets to another person if and to the extent permitted on the applicable Official LA28 Platform(s). If you are a recipient of a Ticket transfer, you must accept the Tickets via the Ticketing App or create an account on LA28.org. Once a recipient accepts a Ticket transfer, the Tickets are no longer available to the sender. If a Ticket is transferred multiple times, only the Ticket from the last-in-time transfer will be valid for entry into the Event. The sender of the transfer can modify or cancel a Ticket transfer before the recipient accepts a transfer, but not after; once a transfer has been accepted, the transfer is final and cannot be reversed.

Unless expressly authorized by LA28, (1) no Ticket may be transferred, offered, or resold as part of a commercial or promotional activity, including as a prize for any contest, competition, game of chance, lottery, or sweepstakes, and (2) only the Hospitality Provider is authorized to bundle, transfer, offer, or resell Tickets as part of a package that also contains other goods or services.

## **f. ACCESSIBLE SEATING**

LA28 will comply with all applicable laws related to access for individuals with disabilities. The Official LA28 Platforms will note if a given Ticket is for accessible seating for persons with disabilities (“**Accessible Seats**”) and/or for seating available to individuals accompanying such persons (“**Companion Seats**”), to the extent such Tickets are available at the Venue(s) at which an Event takes place. Tickets for Accessible Seats and Companion Seats will be available for purchase, transfer, and resale under the same terms and conditions stated in these Ticketing Terms. Subject to compliance with applicable law, LA28 and/or the applicable Venue(s) reserves the right to confirm that any Purchaser of an Accessible Seat to state that they have a disability that requires, or that they are purchasing Tickets for someone who has a disability that requires, the features of an Accessible Seat. LA28 also reserves the right to investigate the potential misuse of Accessible Seats, including when it believes that such seating has been purchased or is being used fraudulently. If LA28 believes Accessible Seats have been fraudulently purchased, are being fraudulently used, or are otherwise being misused, Purchaser and/or Ticket Holder are subject to investigation, relocation, Ticket cancellation, removal from an Event or Venue, or denial of entry to an Event or Venue, without refund or other compensation, and/or without prejudice to any other action or recourse that LA28 and/or the Venue may take under applicable law.

## **g. ATTENDING EVENTS**

### **5.1 Travel To And From An Event**

You have sole responsibility, to the absolute exclusion of any responsibility on the part of LA28 or any of the other Releasees (as defined in Section 8 below), to arrange and secure, at your own cost, your travel to and entry into and out of the United States or any states therein, including applying for and obtaining visas or other forms of permissions or authorizations required to travel to the United States. You may also be required to adhere to applicable medical measures or security screenings prior to traveling to or entering into the United States. If you fail to obtain the requisite visa or other forms of permission or authorizations required to travel to the United States, or are refused entry to the United States due to failure to adhere to any applicable medical measures, security screenings, or any other reason, you are not entitled to any form of compensation from LA28 or any of the other Releasees (as defined in Section 8 below).

You have sole responsibility to arrange, at your own cost, your transportation to and from the Venue as well as any accommodation or accreditation that you may require. You are not entitled to any compensation from LA28 or any of the other Releasees (as defined below) in the event you are unable to attend an Event due to delays caused by transportation or issues with your accommodations or accreditation.

## **5.2 Event Entry And Searches**

Access to Events and Venues will be granted only upon presentation of a valid Ticket on the LA28 Ticketing App. LA28 reserves the right to refuse entry to any Ticket Holder for any lawful reason, including if the Ticket Holder is not the same person as indicated on the Ticket. Should entry be denied, LA28 reserves the right to cancel the Ticket without refund (except as otherwise set forth in these Ticketing Terms) and resell the Ticket. Any Ticket Holder who, as of the date of the Event, is subject to a ban on entry at any Event location, will be denied entry into the Venue, or may be removed from the Venue, and LA28 shall have no obligation to refund or otherwise compensate said Ticket Holder.

LA28, a Venue, or any other authorities responsible for ensuring safety within the Venue or at the Event may implement security measures on the approach to and/or at the entry point of a Venue or inside a Venue, including but not limited to, searches of your person and belongings, prohibited item detection points, and checks of personal identification documents. You should arrive at the Venue sufficiently in advance of the Event's start time to comply with entry security measures. You are not entitled to any compensation from LA28 or any of the other Releasees (as defined below) in the event that your entry into an Event or Venue is delayed because of security measures. You acknowledge and accept that the method of any search or other security measure will be conducted, to the extent permitted by applicable law, at the discretion of LA28, the Venue, or any other authorities responsible for ensuring safety within the Venue or at the Event. By purchasing a Ticket or using a Ticket to attend an Event, you consent to such measures, including any searches of your person and belongings, and waive any related claims that may arise against LA28 or other Releasees (as defined below). If you refuse to comply with such measures or other instructions provided by LA28 personnel, Venue personnel, or any other authorities responsible for ensuring safety on approach to or within the Venue or at the Event, your access to the Venue may be denied or revoked and LA28 shall have no obligation to refund or otherwise compensate you.

You are solely responsible for monitoring, securing, and safeguarding any property and/or personal belongings that you bring to a Venue (including any car, motorcycle, bicycle, or other transportation vehicle that you leave outside of a Venue) and acknowledge that LA28 and the other Releasees (as defined in Section 8 below) bear no responsibility for any theft, robbery, or damage to your property and/or belongings.

Ticket Holders who leave a Venue after entry may not be permitted to re-enter the Venue except in circumstances as determined by LA28 in its sole discretion or in accordance with any applicable Venue Terms.

### **5.3 Infectious Disease Safety Precautions & Protocols**

To reduce the spread of or the risk of contracting certain infectious diseases, such as SARS-CoV-2 (COVID-19), LA28 or a Venue, may adopt health and safety rules and protocols that you must agree to abide by in order to attend an Event. LA28 will endeavor to notify Purchasers (for example, through the Official LA28 Platforms or by email) of any such rules and protocols that are adopted. Purchasers will be responsible for notifying any associated Ticket Holders of such rules and protocols. You may also be required to adhere to health and safety rules and protocols imposed by any other authorities responsible for ensuring health and safety within the Venue or at the Event, including local or state authorities or the United States. You are solely responsible for ensuring that you remain aware of, and in adherence of, all such rules and protocols. If you refuse to comply with any of the aforementioned health and safety rules or protocols, you may be denied entry to, or removed from, a Venue. In such case, you will not be entitled to any refund or other compensation.

#### **5.4 Conduct At Venue Or Event**

While inside a Venue or otherwise attending an Event, you agree to comply with all applicable laws, regulations, orders, Venue Terms and rules, and instructions provided by LA28 personnel, Venue personnel, and any other authorities responsible for ensuring safety within the Venue or at the Event (collectively, “**Rules**”).

You specifically agree to comply with all Rules with respect to prohibited and restricted items as provided by LA28 and/or as published by the applicable Venue. For the avoidance of doubt, you may not enter a Venue with a firearm or other weapon, fake weapon, ammunition, dangerous object, explosive, chemicals, flare, pyrotechnics, incendiary device, illegal substance, drone, or any other item that may cause damage to people or property, or cause a disturbance to the regular and orderly execution of an Event (as determined by LA28 in its sole discretion), including items of a political, religious, or similar nature, or items bearing offensive slogans or messages (as determined by LA28 in its sole discretion). Any Ticket Holder who does not comply with the Rules and/or is found to be in possession of any of the foregoing items will have the items seized without return or other compensation, may be denied entry to or removed from the Venue without refund or other compensation, and may be subject to arrest and prosecution by the relevant authorities.

You agree, where applicable, to sit in the seat assigned to you within the Venue or stand in the area assigned to you within the Venue. You also agree to conduct yourself in a respectful manner that does not cause harm, injury, danger, unnecessary obstruction, alarm, harassment, inconvenience, or discomfort to others, and does not cause damage to property.

You further agree that you will not do or attempt to do, or assist others to do, any of the following acts during or in connection with an Event or in or around a Venue (**"Prohibited Conduct"**):

Conduct, organize, support, or otherwise participate in any activities which, in LA28's opinion, may directly or indirectly imply or create a commercial association between a third party and LA28, the Event (or any part of it), or LA28's commercial affiliates without the authorization of LA28 (**"Ambush Marketing"**). Ambush Marketing includes, without limitation, marketing, sales, product or sample distribution as well as any promotional or advertising activities of any kind, including wearing, possessing, or holding promotional or commercial items;

Conduct, organize, support, or otherwise participate in any commercial activity, including the propagation or dissemination of promotional, marketing or advertising materials, or the sale or distribution of products or other goods (including but not limited to drinks, food, souvenirs, clothing, literature, and Tickets) or services of any kind, without the prior written consent of IOC, IPC or LA28;

Solicit donations or any other form of support (e.g., signatures for campaigns, information for mailing lists) for any purpose or cause;

Climb over fences or barriers or impermissibly cross any system designed to contain the public;

Access areas of a Venue that you are prohibited from entering;

Directly or indirectly engage in any betting activities, in any form whatsoever, in connection with the Event;

Use any means of communication to relay or transmit data or information for betting purposes, broadcast piracy purposes, or for any other unlicensed commercial activities;

Reveal intimate body parts or remain in a state of undress;

Smoke, vape, use any electronic smoking device, or use any tobacco products outside of designated areas, if any;

Possess, propagate, disseminate, or communicate messages of a vulgar, obscene, offensive, sexist, racist, political, religious, discriminatory, harassing, or otherwise illegal or prohibited nature, as determined in the sole discretion of LA28;

Hold an unauthorized event within or around the Venue, whether of a commercial nature (including Ambush Marketing), for campaigning purposes, or for any other purpose;

Disrupt or attempt to disrupt the Event in any way, including but not limited to by accessing the playing field, impersonating a referee or other official, emitting whistles or other sounds that might confuse participants, or engaging in threatening or violent behavior;

Disrupt or attempt to disrupt the operation of services or systems at an Event or Venue, including but not limited to utilities, power supply, and technical services (by, for instance, jamming broadcasts or breaking into computerized or audiovisual systems);

Bring or display flags (current and historical) of, or other items that may be associated with, countries whose athletes are allowed to participate exclusively as individual neutral athletes;

For safety reasons, placing young children on your shoulders or the shoulders of accompanying adults or older children, or leaving children unattended.

If you engage in any Prohibited Conduct, do not comply with the Rules, or otherwise fail to comply with any terms in this Section or otherwise in these Ticketing Terms, you may be denied entry to or removed from a Venue without refund or other compensation, any offending items may be seized without return or compensation, and LA28 reserves the right to take further action, including legal recourse, and to cancel your other Tickets to the Games, if any. LA28 also specifically reserves the right to deny you entry to a Venue or remove you from a Venue if you appear to be intoxicated or otherwise under the influence, present any kind of safety risk to yourself or others, create a dangerous situation, act in a harassing, threatening, or other manner contrary to public order, interfere in any way with the orderly execution of an Event, disrupt the enjoyment of an Event, or engage in any other behavior contrary to these Ticketing Terms, applicable law, any Venue Terms or other Rule, or order from any authorities responsible for ensuring health and safety within the Venue or at the Event.

#### **6. ALL SALES ARE FINAL; LIMITED EXCEPTIONS FOR REIMBURSEMENT**

All Ticket sales are final and non-cancellable, and refunds are only available as expressly provided in this Section 6 or as required by applicable law. You agree that you will not attempt to evade, avoid, or circumvent any refund prohibitions in any manner with regards to Tickets, including seeking a chargeback from the company whose credit card you used to purchase your Ticket.

You acknowledge and accept that the risk of an Event's cancellation, rescheduling, same-day advancement or delay, or suspension is inherent to sports competitions and the Games and may occur at any time and for any reason. You further acknowledge and accept that the composition of the national teams or athletes scheduled to participate in a given Event, and the format for a given Event, may be modified at any time and for any reason. You also acknowledge and accept the risk that weather, your seat's position or view, and the quality of competition or performance at an Event may impact your enjoyment of an Event, all of which is beyond LA28's control. Neither LA28 nor any of the Releasees (as defined below) warrants, represents, or guarantees the date, time, length, format, completion, composition, participants, weather, or quality of any Event, your seat's position or view, nor your enjoyment of any Event.

Except as expressly stated in Section 6.1, you are not entitled to a refund or any other compensation related to a Ticket purchased through the Official LA28 Platforms for any reason. If any of the specific occurrences listed in Section 6.1 applies and expressly states that you are entitled to a refund, unless otherwise required by law, the sole and exclusive remedy is a refund up to the amount of, but in no case exceeding, the face value of the Ticket at the time of purchase.

### **6.1 Cancelled, Rescheduled, Advanced or Delayed, Suspended, or Moved Events ("Specific Occurrences")**

This Section outlines what your remedies (if any) are in the case of cancelled, rescheduled, advanced or delayed, suspended, and moved Events (collectively, "**Specific Occurrences**"). For the avoidance of doubt, any refunds or other compensation under the following terms (and the circumstances in which you may be entitled to a refund) are subject to these Ticketing Terms, including, but not limited to, Sections 1, 4, 5, 6 (including Section 6.2), Section 10, and Section 13.

**(a) Cancellation:** An Event is cancelled if it is determined that the Event will not take place and will not be rescheduled, or will take place without a live audience. If an Event is cancelled, Purchaser will receive a refund, subject to any restrictions or limitations of these Ticketing Terms. Purchasers do not need to take action to claim this refund.

**(b) Rescheduling:** An Event is rescheduled if it is determined that the Event will not take place as originally scheduled and will instead be held on a different day. If an Event is rescheduled, the Ticket may be used to attend the rescheduled event. Attendance is verified by Ticket scan for the applicable Event. Refund requests may be made available to Purchasers of Ticket(s) to rescheduled Event(s), in accordance with applicable laws.

**(c) Same-Day Advancement or Delay:** An Event experiences a same-day advancement or delay if it is determined that the Event will not commence as originally scheduled but will instead commence at an earlier or later time on the same day. If same-day advancement or delay occurs, for any reason and under any circumstances, no refund will be provided but the Ticket may be used to attend the advanced or delayed Event.

**(d) Suspension:** An Event is suspended if it is halted after it has already begun, but before it has concluded. If an Event is, for any reason and under any circumstances, suspended but later resumed on the same day, no refund will be provided, but the Ticket may be used to attend the resumed Event. If an Event is suspended before it is substantially completed (as determined by LA28 in its sole discretion) and is scheduled for resumption on a different day, the Ticket may be used to attend the rescheduled event. Alternatively, refund requests may be made available to Purchaser, in accordance with applicable laws. Attendance is verified by Ticket scan for the applicable Event. If an Event is, for any reason and under any circumstances, suspended after it is substantially completed (as determined by LA28 in its sole discretion) and is scheduled for resumption at a later date, no refund will be provided but the Ticket may be used to attend the resumed Event.

**(e) Moved Event:** If an Event is moved to a different location within a fifty (50) mile radius around where the Event was originally planned, no refund will be provided, but the Ticket may be used to attend the Event at its new location. If an Event is moved outside of a fifty (50) mile radius around where the Event was originally planned, the Ticket may be used to attend the moved Event or refunds will be provided upon request to Purchasers of Ticket(s), but only as required by applicable law.

## **6.2. Restrictions on Refunds**

LA28 does not issue refunds for Tickets purchased on any platforms other than the Official LA28 Platforms. Any complaints, claims, or refund requests concerning Tickets purchased through Hospitality Provider must be directed to Hospitality Provider.

Any refund due hereunder will be paid to the registered original Purchaser of the Ticket(s). If a ticket was transferred, only the original Purchaser (i.e. the person who purchased the Tickets at issue directly from the Official LA28 Platforms) is eligible for any available refunds; recipients of any transferred Tickets are not eligible for refunds. All refunds will be paid electronically to the bank account, credit or debit card, or other payment method of the registered original Purchaser that the Official LA28 Platform's records indicate was used to purchase the Ticket. Refunds will not be issued to a different bank account, credit or debit card, or other payment method. No refunds will be paid out at a Venue box office or any other physical location.

### **6.3. Ticket Insurance**

Ticket insurance may be available when purchasing Tickets on the Official LA28 Platforms from Allianz, the official Olympic insurance partner; insurance coverage can also be purchased through an insurance broker or from the insurance provider of your choice. If you believe you are entitled to a refund (or any other payment or compensation) under your insurance policy, you must contact your insurance broker or the insurance provider who issued your insurance policy. If you purchased ticket insurance on the Official LA28 Platforms from Allianz, the official Olympic insurance partner, visit the [Help Center \(https://get.support.tickets.la28.org/hc/en-us/requests/new\)](https://get.support.tickets.la28.org/hc/en-us/requests/new) for information on how to contact Allianz.

## **7. IMAGE RIGHTS, PHOTOS, AND RECORDINGS**

You acknowledge and agree that an Event is a public event, and that your presence and conduct inside and near the perimeter of the Venue where the Event is occurring are public in nature, and you shall have no expectation of privacy with regard to your actions or conduct at the Event or Venue. You expressly agree to being photographed, filmed, videotaped, identified, or otherwise recorded by LA28, the International Olympic Committee (“**IOC**”), the International Paralympic Committee (“**IPC**”), the other Olympic Parties (as defined below), the Venue operators or any third parties authorized by LA28, the IOC, or the IPC. By using a Ticket to attend an Event, you hereby grant LA28, the IOC, the IPC, the other Olympic Parties, the Venue operators, and their partners, licensees, designees, and assigns, including, without limitation, broadcasters, news media organizations, social media networks, international federations, national Olympic committees, and other service providers appointed by LA28, a perpetual, irrevocable, gratis, royalty-free, transferable, sublicensable, worldwide license to use your name, image, likeness, voice, actions, and statements in connection with any live or recorded audio, video, photographic display, broadcast, or other transmission, exhibition, publication, or reproduction made of, or at, the Event for any purpose, both during and after the Games, for the maximum duration permitted under the applicable laws or at least until they are in the public domain, in any manner, in any medium or context now known or hereafter developed, and whether such use is commercial or non-commercial, in relation to the celebration and direct or indirect promotion of the Games, the Olympic and Paralympic Movement, LA28, the IOC, and/or the IPC, without further authorization from, notice to, or compensation to, you or anyone acting on your behalf.

You shall not transmit, distribute, publish, exploit, misappropriate, or sell (or aid in any of the foregoing), by means of any media now existing or created in the future (including, but not limited to, television, radio, Internet, social media, motion pictures, mobile applications, and other distribution platforms), any photographs, sound recordings, videos, livestreams, or any other form of exploitation or reproduction of any Events or Venues (including, without limitation, any description, play-by-play, or other account of any Events or Venues, whether text, data, or visual) (collectively, “**Event Content**”) for commercial or promotional purposes. You may only take or record Event Content and distribute such Event Content on your social media accounts for your personal, private, non-commercial, and non-promotional use; provided, however, that you may not do so in any area that has been designated a restricted area in the Venue and its surrounding areas by LA28, the IOC, the IPC, or any other authorized person or entity, or in any area or circumstance in which photography is specifically prohibited by LA28, the IOC or the IPC. In particular, you 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.

You hereby assign to LA28 (and/or the IOC or the IPC, as applicable) any and all rights you may have in and to any Event Content for the sole purpose of enforcing these rights against unauthorized exploitations of the Games, the Event and/or the Venue. This assignment is made without further authorization from, approval by, or compensation to, you or anyone acting on your behalf, for the entire world and for the legal duration of the corresponding rights. To the extent such assignment fails under applicable law, you hereby grant to LA28 (and/or the IOC or the IPC, as applicable) a perpetual, irrevocable, gratis, royalty-free, transferable, sublicensable, worldwide license for the sole purpose of enforcing these rights against unauthorized exploitations of the Games, the Event and/or the Venue.

In addition to these Ticketing Terms, all other guidelines made available by the IOC or LA28 through the following website [www.olympics.com](http://www.olympics.com) (<http://www.olympics.com>) shall apply.

### **3. ASSUMPTION OF RISK AND WAIVER**

You understand and agree that there are certain risks of personal or property injury, damage, loss, illness, or death associated with attending an Event. By purchasing or using a Ticket, entering any Venue, or otherwise attending an Event, you, on behalf of yourself and any accompanying minors, expressly assume all risks and dangers arising from or incidental to an Event, whether such risks and dangers occur before, during, or after the Event, and you agree that the Releasees (as defined below) are not responsible for any such risks and dangers. Such risks and dangers include but are not limited to: (a) the danger of being injured by athletes, sports equipment, projectiles, or other elements of an Event, like pyrotechnics; (b) incidents associated with crowds of people, including the negligent or intentional conduct of other Ticket Holders, spectators, or Event attendees; (c) dangers associated with the Venue, seats, or other aspects of the facility at which the Event takes place; and (d) risks related to exposure to any illness, sickness, bacteria, virus, or disease, including but not limited to the novel coronavirus SARS-CoV-2 (COVID-19).

YOU, ON BEHALF OF YOURSELF AND YOUR PERSONAL REPRESENTATIVES, HEIRS, SPOUSE, GUARDIANS, EXECUTORS, ADMINISTRATORS, SUCCESSORS, ASSIGNS, AND NEXT OF KIN, HEREBY FOREVER WAIVE, RELEASE, DISCHARGE, HOLD HARMLESS, AND AGREE NOT TO SUE RELEASEES (AS DEFINED BELOW) WITH RESPECT TO ANY KNOWN OR UNKNOWN CLAIMS, LOSSES, DAMAGES, LIABILITY, DEMANDS, ACTIONS, BODILY INJURIES, SICKNESS, OR DEATH, INCLUDING CLAIMS IN LAW OR EQUITY, THAT ARISE OR MAY ARISE IN CONNECTION WITH, IN RELATION TO, OR INCIDENTAL TO YOUR USE OF A TICKET, TRAVEL TO OR FROM ANY EVENT, ATTENDANCE AT ANY EVENT, OR ACTIVITIES ARRANGED, PROMOTED, OR SPONSORED BY THE RELEASEES, REGARDLESS OF WHETHER THE LOSS, INJURY, DEATH, ILLNESS, OR OTHER DAMAGE WAS CAUSED BY THE INHERENT RISKS AND DANGERS ASSOCIATED WITH VISITING A VENUE OR ATTENDING AN EVENT OR THE NEGLIGENCE OR OTHER FAULT OF THE RELEASEES OR ANY THIRD PARTY (COLLECTIVELY, “**CLAIMS**” OR, AS USED INDIVIDUALLY, A “**CLAIM**”).

The term “**Releasees**” means: (a) LA28, Eventim AXS Ticketing LLC, AXS Group LLC, Eventim USA LLC, On Location Events, LLC, the IOC, the IPC, the United States Olympic and Paralympic Committee, and United States Olympic and Paralympic Properties LLC (“**Olympic Parties**”); (b) the Olympic Parties’ licensees, retail partners, concession partners, broadcast partners, and media partners; (c) all owners, operators, and managers of a Venue or any part of a Venue; (d) all Event sponsors, supporters, partners, licensees, contractors, vendors, operators, agencies, and advertisers; (e) press and other media; (f) vendors that may provide testing or medical services at the Venues or for the Event; (g) entities and individuals providing accommodation, accreditation, and transportation to or from the Venues; (h) other Games-related entities and individuals who enter the Venues; and (i) the foregoing individuals’ or entities’ respective participants, parents, subsidiaries, affiliates, partners, owners, members, shareholders, managers, officers, directors, past and present employees, volunteers, consultants, agents, insurers, representatives, trustees, successors, and assigns.

YOU FURTHER ACKNOWLEDGE AND AGREE THAT YOU UNDERSTAND THAT THIS WAIVER APPLIES TO CLAIMS WHICH YOU MAY NOT KNOW OR SUSPECT TO EXIST AND YOU KNOWINGLY AND VOLUNTARILY WAIVE SUCH RIGHTS, INCLUDING THOSE UNDER CALIFORNIA CIVIL CODE SECTION 1542 (AND SIMILAR PROVISIONS OF OTHER JURISDICTIONS), WHICH PROVIDES: "A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY."

You agree that this Section is intended to be a binding and full waiver of claims and release of liability with respect to any controversy, Claim, or dispute that may arise out of or during use of a Ticket or attendance of any Event. The acknowledgement and express assumption of risk, waiver of Claims, and release of liability included in this Section is intended to be as broad and inclusive as is permitted by law.

**9. LIMITATION OF LIABILITY; DISCLAIMER**

RELEASEES' AGGREGATE LIABILITY, IF ANY, FOR BREACH OF THESE TICKETING TERMS SHALL NOT EXCEED YOUR TICKET'S FACE VALUE. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, NONE OF THE RELEASEES ARE OR WILL BE RESPONSIBLE OR LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, UNFORESEEABLE, OR OTHER DAMAGES UNDER ANY THEORY OF LIABILITY, INCLUDING BUT NOT LIMITED TO DAMAGES ASSOCIATED WITH LOSS OF ENJOYMENT, COSTS INCURRED FOR TRAVEL, ACCOMMODATIONS, OR OTHER REASONS, LOST BUSINESS, LOST PROFITS, OR LOST BUSINESS OPPORTUNITIES, REGARDLESS OF WHETHER: (a) RELEASEES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; (b) SUCH DAMAGES ARE REASONABLY FORESEEABLE; (c) SUCH DAMAGES ARE IN THE CONTEMPLATION OF THE PARTIES; OR (d) SUCH DAMAGES MAY ARISE IN THE ORDINARY COURSE OF EVENTS.

RELEASEES MAY NOT BE HELD LIABLE FOR DAMAGE SUFFERED AS A RESULT OF YOUR USE OF THE OFFICIAL LA28 PLATFORMS, OR ANY DISRUPTIONS OR INTERRUPTIONS, BUGS, OR TOTAL OR PARTIAL UNAVAILABILITY OF THE OFFICIAL LA28 PLATFORMS, EVEN IF CAUSED BY RELEASEES.

RELEASEES MAY NOT BE HELD LIABLE FOR ANY INTERRUPTIONS, OBSTRUCTED VIEWS, LOUD NOISES, OR OTHER ELEMENTS OR ACTS IMPACTING YOUR ENJOYMENT OF AN EVENT, INCLUDING BUT NOT LIMITED TO DISRUPTIONS CAUSED BY EITHER THE LOCATION OR POSITION OF YOUR SEAT, THE WEATHER, ELEMENTS OF AN EVENT, OR THE ACTIONS OF OTHER TICKET HOLDERS, SPECTATORS, OR EVENT ATTENDEES. EXCEPT AS EXPRESSLY STATED IN THESE TICKETING TERMS, RELEASEES ALSO CANNOT BE HELD LIABLE FOR AN EVENT'S CANCELLATION, RESCHEDULING, SAME-DAY ADVANCEMENT OR DELAY, OR SUSPENSION, THE COMPOSITION OF THE NATIONAL TEAMS OR ATHLETES SCHEDULED TO PARTICIPATE IN A GIVEN EVENT, THE FORMAT OF A GIVEN EVENT, OR A MOVED EVENT.

RELEASEES MAY NOT BE HELD LIABLE FOR THE ACQUISITION OR USE OF A FAKE, COUNTERFEIT, ILLEGITIMATE, OR CANCELLED TICKET. THE BEARER OF A FAKE, COUNTERFEIT, ILLEGITIMATE, OR CANCELLED TICKET MAY NOT BE PERMITTED TO ATTEND ANY EVENT (AS DETERMINED BY LA28 IN ITS SOLE DISCRETION). RELEASEES BEAR NO RESPONSIBILITY FOR TICKETS THAT ARE NOT ACQUIRED FROM THE OFFICIAL LA28 PLATFORMS. ANY INDIVIDUAL OR ENTITY INVOLVED IN THE ILLEGAL OR IMPERMISSIBLE RESALE OF TICKETS MAY BE SUBJECT TO SANCTIONS WITHOUT PREJUDICE TO ALL OTHER RIGHTS AND CLAIMS THAT LA28, THE IOC, OR THE IPC MAY HAVE AGAINST SAID INDIVIDUAL OR ENTITY.

AS PREVIOUSLY STATED, YOU HAVE SOLE RESPONSIBILITY TO ARRANGE YOUR OWN TRAVEL, ACCREDITATION, AND/OR ACCOMMODATION NEEDED TO ATTEND AN EVENT, INCLUDING APPLYING FOR AND OBTAINING VISAS OR OTHER FORMS OF PERMISSIONS OR AUTHORIZATIONS REQUIRED TO TRAVEL TO THE UNITED STATES. RELEASEES HAVE NO RESPONSIBILITY TO PROVIDE OR ARRANGE TRAVEL, ACCREDITATION, ACCOMMODATIONS, OR SUBSISTENCE, EVEN IN CASE OF AN EVENT'S CANCELLATION, RESCHEDULING, SAME-DAY ADVANCEMENT OR DELAY, SUSPENSION, MOVE, OR OTHER MODIFICATION OR CHANGE.

NOTWITHSTANDING ANY PROVISION IN THESE TICKETING TERMS, RELEASEES DO NOT SEEK TO EXCLUDE OR LIMIT THEIR LIABILITY FOR ANY CONDUCT FOR WHICH IT IS NOT PERMISSIBLE TO EXCLUDE OR LIMIT LIABILITY UNDER APPLICABLE LAW.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, YOU AGREE THAT REGARDLESS OF ANY STATUTE OR LAW TO THE CONTRARY, ANY CLAIM (AS DEFINED IN SECTION 8) OR ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THESE TICKETING TERMS, MUST BE ASSERTED WITHIN ONE (1) YEAR AFTER SUCH CLAIM OR CAUSE OF ACTION AROSE OR COULD REASONABLY HAVE BEEN DISCOVERED, OR IT SHALL BE FOREVER BARRED.

FOR THE AVOIDANCE OF DOUBT, IF ANY PART OF THIS SECTION IS HELD TO BE INVALID OR LEGALLY UNENFORCEABLE FOR ANY REASON, THE REMAINDER OF THIS SECTION SHALL NOT BE AFFECTED THEREBY AND SHALL REMAIN VALID AND FULLY ENFORCEABLE.

For protection against the types of events and contingencies described above, LA28 recommends that Purchasers contact a licensed insurance professional to procure suitable insurance to cover these possibilities. Ticket insurance may be available when purchasing Tickets on the Official LA28 Platforms from Allianz, the official Olympic insurance partner; insurance coverage can also be purchased through an insurance broker or from the insurance provider of your choice.

#### **9. FORCE MAJEURE**

Notwithstanding anything else in these Ticketing Terms, no default, cancellation, delay, postponement, or failure to perform on LA28's part, including with respect to any Event and/or the Games, will be considered a breach of these Ticketing Terms, or impose any liability otherwise on LA28, if such default, cancellation, delay or failure to perform is due to a Force Majeure Event. "**Force Majeure Event**" means an event or circumstance beyond the reasonable control of LA28, including an act of God, war, insurrection, riot, civil disturbance, terrorism, fire, explosion, earthquake, flood, weather, theft of essential equipment, malicious damage, disease, quarantine restriction, strike, lock out, third-party injunction, national defense requirements, restriction of entry to the United States or any subdivision thereof, public health emergency (including epidemics and/or pandemics), and acts or regulations of national or local governments. For protection against these types of events, LA28 recommends that Purchasers contact a licensed insurance professional to procure suitable insurance to cover these possibilities. Ticket insurance may be available when purchasing Tickets on the Official LA28 Platforms from Allianz, the official Olympic insurance partner; insurance coverage can also be purchased through an insurance broker or from the insurance provider of your choice.

#### **10. DISPUTE RESOLUTION**

PLEASE READ THIS SECTION CAREFULLY – IT MAY SIGNIFICANTLY AFFECT YOUR LEGAL RIGHTS, INCLUDING YOUR RIGHT TO FILE A LAWSUIT IN COURT OR TO PARTICIPATE IN A CLASS ACTION. YOU HAVE THE LIMITED RIGHT TO OPT OUT OF THE ARBITRATION AGREEMENT IN THIS SECTION AS SET FORTH BELOW.

For purposes of this Section, references to “**LA28**” refers to LA28, each of its present, former, and future parent companies, subsidiaries, divisions, units, and affiliates, and each of its successors and assigns, as well as the past or present beneficial owners, officers, directors, fiduciaries, agents, attorneys, representatives, and employees of each of the foregoing. References to “us” include you and LA28.

You and LA28 agree that these Ticketing Terms affect interstate commerce and that the Federal Arbitration Act governs this agreement to arbitrate including its interpretation, its enforcement, and arbitrations brought under it. In no event will the procedural rules of any state’s or foreign country’s arbitration act apply.

#### *Definition of Dispute*

For purposes of this Section, “**Dispute**” is defined as a dispute, claim, or controversy in any way related to these Ticketing Terms, your Ticket (including its attempted purchase, actual purchase, deposit for purchase, and use or attempted use), or your attendance of any Event, whether based in contract, tort, statute, fraud, misrepresentation, or any other statutory or common-law legal theory. Dispute shall be interpreted broadly and include but not be limited to:

- claims arising out of or relating to any aspect of the relationship between us;
- claims that arose before entering into these Ticketing Terms or any prior agreement between us (including, but not limited to, claims relating to advertising);
- claims for mental or emotional distress or injury;
- claims for physical injury or property damage;
- claims that are currently the subject of purported class action litigation, or that may become the subject of such litigation, in which you are not a member of a certified class; and

claims that may arise after the termination of these Ticketing Terms.

Notwithstanding the foregoing, Dispute shall not encompass disputes, claims, or controversies concerning patents, copyrights, moral rights, trademarks, and trade secrets, which are not subject to the Pre-Dispute Resolution Process, small claims court, and arbitration provisions set forth below.

#### *Pre-Dispute Resolution Process*

Before initiating a proceeding in arbitration or small claims court, you or LA28 must give the other party notice of the Dispute by providing a written “**Notice of Dispute**” that is personally signed by you (if you are initiating the Notice of Dispute) or by an LA28 representative (if LA28 is initiating the Notice of Dispute). The Notice of Dispute must contain all of the following information: (a) your name, contact information (address, telephone number, and email address), and LA28 account; (b) a description of the nature and basis of the Dispute; and (c) a description of the nature and basis of the relief sought, including a calculation for any monetary relief sought. You must send any such Notice of Dispute to LA28 via email to [legal@la28.org](mailto:legal@la28.org). LA28 must send any such Notice of Dispute to you via email at the contact information LA28 has on file for you. LA28 and you will attempt to resolve the Dispute through informal negotiation within sixty (60) days from the date that the Notice of Dispute is received (or a longer period, if agreed to by the parties in writing).

You and LA28 shall use reasonable, good faith efforts to resolve the Dispute through consultation, cooperation, and good faith negotiations. If you or LA28 requests a telephonic or video settlement conference as part of this informal process, you and LA28 agree to participate in an effort to resolve the Dispute. Should LA28 make the request, you agree to attend this conference (with your counsel, if you are represented). Should you make the request, LA28 agrees to have a representative attend this conference (with counsel, if LA28 is represented). Neither you nor LA28 may initiate an arbitration, small claims court proceeding, or other proceeding concerning a Dispute absent full compliance with this Pre-Dispute Resolution Process. If the sufficiency of a Notice of Dispute or compliance with this Pre-Dispute Process is at issue, it may be decided by a court of competent jurisdiction at either party's election, and any formal dispute resolution proceeding shall be stayed. Notwithstanding the foregoing, either party retains the right to raise non-compliance with this condition precedent and seek related damages in arbitration. Any applicable limitations period (including statutes of limitations) and any filing fee deadlines shall be tolled while you and LA28 engage in this informal process.

After completion of this Pre-Dispute Resolution Process, you and LA28 may resort to the other procedures described in this Section.

#### *Waiver of Class and Other Non-Individualized Relief*

You and LA28 agree to the fullest extent permitted by law that each may bring claims (whether in court or in arbitration) against the other only in an individual capacity, and not as a plaintiff, claimant, or class member in any purported class, collective, private attorney general, or representative proceeding. This means that you and LA28 may not bring a claim on behalf of a class or group, nor on behalf of any other person unless doing so as a parent of a minor, a guardian, or in other similar capacity for an individual who cannot otherwise bring their own individual claim. Nothing in this Section prevents you or LA28 from participating in a class-wide settlement.

#### *Small Claims Court*

Either party may seek to resolve a Dispute in small claims court, if it qualifies. If you reside in the United States, any Dispute that falls within the jurisdictional scope and limits of the small claims court where you reside may be brought in that court on an individual basis. If you reside outside of the United States, any Dispute that falls within the jurisdictional scope and limits of a California small claims court may be brought in such a California court on an individual basis and you hereby consent to personal jurisdiction in such court for the purpose of resolving the Dispute. If brought in a small claims court, such Dispute must remain in small claims court and may not be removed or appealed to a court of general jurisdiction. The party initiating the small claims court proceeding shall submit a certification of compliance with the Pre-Dispute Resolution Process referenced above to that court. The certification shall be personally signed by that party (and counsel, if represented). If a Dispute qualifies for small claims court, but a party commences an arbitration proceeding as outlined below, either party may elect to instead have the Dispute resolved in small claims court, and upon written notice of a party's election, the applicable arbitrating body will administratively close the arbitration proceeding.

#### *Arbitration/Venue*

Except as otherwise provided herein, any Dispute that is not resolved through the Pre-Dispute Resolution Process shall be resolved by binding arbitration. Arbitration shall be held in Los Angeles County, California.

You and LA28 both agree to submit to the exclusive and personal jurisdiction of any state or federal court in Los Angeles County, California to (i) compel arbitration, stay proceedings pending arbitration, appoint an alternate arbitration administrator if necessary, confirm, modify, vacate, or enter judgment on the award entered by the arbitrator, or (ii) exercise any other authority specifically reserved herein to be decided by a court of competent jurisdiction.

#### *Statute of Limitations*

REGARDLESS OF ANY STATUTE OR LAW TO THE CONTRARY, YOU MUST MAKE ANY DEMAND FOR ARBITRATION UNDER THESE TICKETING TERMS WITHIN ONE (1) YEAR AFTER THE BASIS FOR SUCH CLAIM AROSE OR COULD REASONABLY HAVE BEEN DISCOVERED. OTHERWISE, TO THE EXTENT PERMITTED BY APPLICABLE LAW, YOU FOREVER WAIVE THE RIGHT TO PURSUE ANY CLAIM OR CAUSE OF ACTION, OF ANY KIND OR CHARACTER, BASED ON SUCH DISPUTE, EVENTS, OR FACTS, AND SUCH CLAIMS OR CAUSES OF ACTION ARE PERMANENTLY BARRED.

#### *Arbitration Procedures*

The arbitration shall be administered by National Arbitration and Mediation (“**NAM**”) and heard by a single, neutral arbitrator. Except as modified by these Ticketing Terms, NAM shall administer the arbitration in accordance with their rules applicable to the nature of the Dispute, including the Comprehensive Dispute Resolution Rules and Procedures and/or the Supplemental Rules for Mass Arbitration Filings, as applicable (“**NAM Rules**”). The NAM Rules and fee information are available at “[www.namadr.com](http://www.namadr.com).” If NAM is unable or unwilling to administer the arbitration consistent with these Ticketing Terms, the parties shall agree on an alternate arbitration administrator that will do so. If the parties cannot agree, they shall petition a court of competent jurisdiction to appoint an alternate arbitration administrator that will do so.

The party seeking to initiate arbitration must provide the other party with the demand for arbitration as specified in the NAM Rules and this Section. You may obtain a form to initiate arbitration at "<https://www.namadr.com/content/uploads/2024/09/Revised-Comprehensive-Demand-for-Arb-9.17.24.pdf>" or by contacting NAM. If you are initiating arbitration, you shall serve the demand on LA28 via email to [legal@la28.org](mailto:legal@la28.org). If LA28 is initiating arbitration, LA28 shall serve the demand via email to the email address LA28 has on file for you. The demand for arbitration must be personally signed by the party initiating arbitration (and their counsel, if represented). The arbitration demand must include or be accompanied by (i) a certification, signed by the party initiating arbitration and their counsel, if represented, that the parties have completed the Pre-Dispute Resolution Process, and (ii) a copy of the Notice of Dispute that was sent to initiate such Pre-Dispute Resolution Process. By signing the demand for arbitration, a party (and their counsel, if represented) certifies that they have complied with all of the requirements of Federal Rule of Civil Procedure 11(b), including that the claims and relief sought are neither frivolous nor brought for an improper purpose. The arbitrator is authorized to award any relief or impose any sanctions available under Federal Rule of Civil Procedure 11 or applicable federal or state law against all appropriate persons (including counsel) as a court would.

The NAM Rules shall govern the payment of all arbitration fees. Notwithstanding the foregoing, LA28 will consider a request to reimburse your portion of the arbitration fees upon a showing of hardship in its sole discretion. You and LA28 agree that arbitration is designed to be cost-effective for all parties. Either party may engage with NAM to discuss fee reductions and deferred payments.

ALL ISSUES ARE FOR THE ARBITRATOR TO DECIDE **EXCEPT** THE FOLLOWING ITEMS, WHICH ARE FOR A COURT OF COMPETENT JURISDICTION TO DECIDE: (A) ISSUES THAT ARE SPECIFICALLY RESERVED FOR A COURT ELSEWHERE IN THIS SECTION; AND (B) WHETHER A DISPUTE FALLS WITHIN THE JURISDICTIONAL SCOPE AND LIMITS OF A SMALL CLAIMS COURT. FOR THE AVOIDANCE OF DOUBT, ISSUES RELATED TO THE FORMATION, SCOPE, AND ENFORCEABILITY OF THE ARBITRATION AGREEMENT, AND WHETHER A DISPUTE CAN OR MUST BE BROUGHT IN ARBITRATION, ARE SPECIFICALLY DELEGATED TO AND RESERVED FOR THE ARBITRATOR TO THE FULLEST EXTENT POSSIBLE.

The arbitrator may award relief, including monetary, declaratory, injunctive, or other equitable relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The parties agree that these Ticketing Terms govern and that the arbitrator is authorized to award the same individualized damages and relief as a court, including injunctive or other equitable relief necessary to provide relief as to the individualized claim. The parties also agree that the cost-shifting provisions of Federal Rule of Civil Procedure 68 shall apply after entry of an award. Unless you and LA28 otherwise agree, one person's claims may not be consolidated with those of any other person. If a court determines that a claim or request for public injunctive relief may not be waived and all appeals from that determination have been exhausted (or it is otherwise final), you and LA28 agree that any claim or request for public injunctive relief shall be stayed and resolved by the court pending arbitration of the remaining claims and requests for relief.

The arbitrator is permitted, upon a showing of good cause, to issue an order requiring that confidential information of either party disclosed during the arbitration (whether in documents or orally) may not be used or disclosed, except in connection with the arbitration or a proceeding to confirm or vacate the arbitration award, and may order that any permitted court filing of confidential information must be made under seal.

The arbitrator's decision will be in writing and be binding and conclusive on LA28 and you, and judgment to enforce the decision may be entered by any court of competent jurisdiction; however, any award that has been satisfied may not be filed or entered in court. The arbitrator's decision shall have no preclusive effect in any proceeding involving non-identical parties.

LA28 and you agree that dispositive motions, including, without limitation, motions to dismiss and motions for summary judgment, will be allowed in the arbitration.

Each party reserves the right to request a telephonic, video, or in-person hearing in arbitration. Should either party request a hearing, a hearing shall be held. You or your counsel (if represented) and LA28's representative or counsel shall appear at any hearing requested by a party or otherwise ordered by the arbitrator. Any in-person hearing shall be held in Los Angeles County, California.

#### *Additional Procedures for Mass Filings*

The following additional procedures apply to mass filings.

If twenty-five (25) or more similar claims are asserted against LA28 by the same or coordinated counsel or are otherwise coordinated, consistent with the definition and criteria of a Mass Filing set forth in the NAM Rules, you and LA28 understand and agree that these additional procedures shall apply and the resolution of your Dispute might be delayed. The parties agree that throughout this process, their counsel shall meet and confer to discuss modifications to these procedures based on the particular needs of the Mass Filing to increase efficiencies and resolve claims.

Stage One. Counsel for the claimants and counsel for LA28 shall each select fifty (50) claims per side to be filed and to proceed in individual arbitrations as part of a staged process. Each case shall be assigned to a different arbitrator unless the parties agree otherwise. If there are fewer than one hundred (100) claims, all will be filed in individual arbitrations. Any remaining claims shall not be filed or deemed filed in arbitration, nor shall any administrative fees be assessed in connection with those claims unless and until they are selected to be filed in individual arbitration proceedings as part of a staged process. After this initial set of staged proceedings is completed, the parties shall engage in a global mediation session of all remaining claims with a retired federal or state court judge to be jointly selected by counsel for the parties, and LA28 shall pay the mediation fee. If the parties cannot agree on a mediator, the parties shall ask NAM to appoint one. The mediation shall take place in Los Angeles County, California.

Stage Two. If the remaining claims are not resolved at this time, counsel for the claimants and counsel for LA28 shall each select one hundred (100) claims per side to be filed and to proceed in individual arbitrations as part of a second staged process, subject to any procedural changes the parties agree to in writing following mediation or through continuing, good faith discussions. No more than two (2) cases may be assigned to a single arbitrator unless the parties agree otherwise. If there are fewer than two hundred (200) claims, all will be filed in individual arbitrations. Any remaining claims shall not be filed or deemed filed in arbitration, nor shall any administrative fees be assessed in connection with those claims unless and until they are selected to be filed in individual arbitration proceedings as part of a staged process. After this second set of staged proceedings is completed, the parties shall engage in a global mediation session of all remaining claims with a retired federal or state court judge to be jointly selected by counsel for the parties, and LA28 shall pay the mediation fee. If the parties cannot agree on a mediator, the parties shall ask NAM to appoint one. The mediation shall take place in Los Angeles County, California.

Upon the conclusion of the second global mediation session (should the parties be unable to resolve the remaining claims), the parties agree to proceed in accordance with one of two options:

Option One. You and LA28 may, separately or by agreement, opt out of arbitration and elect to have your claim heard in a court of competent jurisdiction consistent with these Ticketing Terms. You may opt out of arbitration by providing your

individual, personally signed notice of your intention to opt out to LA28 via email to legal@la28.org within thirty (30) days after the conclusion of the second global mediation session. LA28 may opt your claim out of arbitration by sending an individual, personally signed notice of its intention to opt out to your counsel via email at the earliest possible time and no more than thirty (30) days following the expiration of your thirty (30) day opt-out period. Counsel for the parties may agree to adjust these deadlines.

OR

Option Two. If neither you nor LA28 elect to have your claim heard in court consistent with Option One, then you agree that your claim will be resolved through continuing staged proceedings as set forth below. Assuming the number of remaining claims exceeds two hundred (200), then two hundred (200) claims shall be randomly selected (or selected through a process agreed to by counsel for the parties) to be filed and to proceed in individual arbitrations as part of a staged process. If the number of remaining claims is fewer than two hundred (200), then all of those claims shall be filed and proceed in individual arbitrations. No more than five (5) cases within any set of two hundred (200) cases may be assigned to the same arbitrator to proceed individually, unless the parties agree otherwise in writing. Any remaining claims shall not be filed or deemed filed in arbitration, nor shall any administrative fees be assessed in connection with those claims unless and until they are selected to be filed in individual arbitration proceedings as part of a staged process. After each set of two hundred (200) claims are adjudicated, settled, withdrawn, or otherwise resolved, this staged process shall repeat consistent with these parameters. Counsel for the parties are encouraged to meet and confer, participate in mediation, and engage with each other and NAM to explore ways to streamline the adjudication of claims, increase the number of claims to proceed at any given time, promote efficiencies, conserve resources, and resolve the remaining claims.

**Any relevant limitations period (including statutes of limitations) and filing fee or other deadlines shall be tolled subject to these Additional Procedures for Mass Filings from the time the first cases are selected for a staged process until your claim is selected to proceed as part of a staged process or is settled, withdrawn, otherwise resolved, or opted out of arbitration.**

You and LA28 agree that we each value the integrity and efficiency of arbitration and wish to employ the process for the fair resolution of genuine disputes between us. You and LA28 acknowledge and agree to act in good faith to ensure the processes set forth herein are followed. The parties further agree that these Mass Filing procedures have been reasonably designed to result in an efficient and fair adjudication of claims.

A court of competent jurisdiction shall have the authority to enforce these Additional Procedures for Mass Filings and, if necessary, to enjoin the mass filing, prosecution, or administration of arbitrations. If these Additional Procedures for Mass Filings apply to your claim, and a court of competent jurisdiction determines they are not enforceable as to your claim, then your claim shall proceed in a court of competent jurisdiction consistent with these Ticketing Terms.

### *Opt-Out of Arbitration*

You have the right to opt out of arbitration by sending LA28 a personally signed, written notice of your decision to opt out via email to [legal@la28.org](mailto:legal@la28.org) before you attend the ticketed Event or within thirty (30) days of purchasing or otherwise obtaining your Ticket, whichever occurs first. Such an opt-out email must be sent by you personally, and not by your agent, attorney, or anyone else purporting to act on your behalf. It must include: (a) your full name; (b) your mailing address; (c) your phone number; (d) your LA28 account; (e) the date on which you purchased or otherwise obtained your Ticket; (f) the date of the ticketed Event; and (g) a clear statement that you wish to opt out of arbitration. If you opt out of arbitration, LA28 also will not be bound to arbitrate. By opting out of arbitration, you nevertheless agree to resolve any Disputes consistent with applicable provisions of these Ticketing Terms.

If you do not provide timely and sufficient notice of your election to opt out, you shall be bound to arbitrate any Disputes in accordance with the terms of these provisions and your purchase or use of your Ticket will be deemed to be your irrevocable acceptance of this Section.

### *Changes*

LA28 reserves the right to change or modify any clause in this Section and shall provide you with notice of any change in a form chosen at LA28's discretion. You agree that such notice is sufficient and agree to communicate the change to any minor in your party and any person to whom you provided or transferred a Ticket. If LA28 makes a change (other than to the notice address), you may reject any such change by sending LA28 a personally signed, written notice of your decision to opt out of those changes via email to [legal@la28.org](mailto:legal@la28.org), with the subject line: "Dispute Resolution Change Opt Out" ("**Opt-Out Notice**"). The Opt-Out Notice must include: (a) your full name; (b) your mailing address; (c) your phone number; (d) your LA28 account information (if applicable); (e) identification of the change that you wish to opt out of; and (f) a clear statement that you wish to opt out of the change ("**Opt-Out Information**"). Your Opt-Out Notice must be sent within thirty (30) days of LA28 sending notice of a change and must be sent by you personally, and not by your agent, attorney, or anyone else purporting to act on your behalf ("**Opt-Out Process**"). This is not an opportunity to opt out of the dispute resolution process or arbitration altogether. If you do not timely reject a change, or you either affirmatively assent to the change or use a Ticket, transfer a Ticket, resell a Ticket, or purchase any other Ticket via the Official LA28 Platforms after notice of the change, that conduct will be interpreted and considered as you manifesting acceptance of the change ("**Acceptance Conduct**").

*Application to Parent and Affiliates; Survival; Severability*

The terms of this Section will also apply to any claims asserted by you against any present or future parent or affiliated entity of LA28 to the extent that any such claims fall within the definition of "Dispute" in this Section. The terms of this Section will survive the expiration or termination of the remainder of these Ticketing Terms. For the avoidance of doubt, if any part of this Section is held to be invalid or legally unenforceable for any reason, the remainder of this Section shall not be affected thereby and shall remain valid and fully enforceable.

**2. PERSONAL DATA**

Any information relating to an identified or identifiable physical person (“**Personal Data**”) that is provided by a Ticket Holder to LA28 in connection with the purchase, receipt, or use of a Ticket is covered by LA28’s Privacy Policy, as supplemented by the LA28 Ticketing Privacy Notice, which are publicly available at <https://la28.org/en/footer-links/privacy-policy.html> (<https://la28.org/en/footer-links/privacy-policy.html>) (collectively, the “**LA28 Privacy Policy**”). LA28 will process Personal Data in accordance with the LA28 Privacy Policy and in compliance with applicable data protection laws. The LA28 Privacy Policy explains what Personal Data is collected, how long it is kept, who it is shared with, and how it is used. LA28’s uses may include but are not limited to: communicating updates and practical information; providing customer service; issuing payments and refunds; conducting security reviews; and tracking Ticket transfers and resales.

Please note that the IOC will process your Personal Data as described in the LA28 Privacy Policy for purposes including, but not limited to, the following:

Assessing and enforcing a breach of the Ticketing Terms; establishing, defending, and enforcing its rights and interests (including its intellectual property rights); fulfilling institutional and operational responsibilities in connection with the organization, promotion, and protection of the Olympic Games and Paralympic Games; and producing aggregated reports to support the research, planning, statistical, and operational activities of Olympic Movement stakeholders — including sharing your data with such entities for the purposes mentioned herein; and/or using your Personal Data to better understand its fans, evaluate the performance of Olympic-themed digital properties, personalize its services, products, and communications, and, where permitted by law and/or you have provided your consent, send you direct marketing, including marketing related to its products, services, and partners.

The IOC’s privacy policy, available at <https://olympics.com/en/privacy-policy> (<https://olympics.com/en/privacy-policy>), sets out more information on how the IOC will use your Personal Data, as well as your data subject rights vis-à-vis the IOC.

### }. BREACH

In the event of any proven or suspected fraud or violation of applicable law in relation to any Ticket order, or any breach of these Ticketing Terms, LA28 reserves the right to cancel any Ticket or order therefor, including any transfers or assignments of Tickets, with no refund or reimbursement. You may be removed from an Event for a breach of these Ticketing Terms with no refund or reimbursement. Any breach of these Ticketing Terms in connection with one Event may result in denial of entry to other Events. As a result of fraud, violation of applicable law, an administrative, judicial, or other ban from a Venue, stadium, or competition, or any other violation of these Ticketing Terms or any Venue Terms, LA28 may also, in compliance with applicable regulations, place any Ticket Holder on an exclusion list preventing the Ticket Holder from obtaining any Tickets or from gaining access to Events.

#### **f. CHANGES TO THESE TICKETING TERMS**

LA28 reserves the right to update, replace, change or modify these Ticketing Terms or any part thereof at any time. LA28 shall provide you with notice of any change in a form chosen at LA28's discretion. You agree that such notice is sufficient and agree to communicate the change to any minor in your party and any person to whom you provided or transferred a Ticket. By exhibiting any of the Acceptance Conduct (as defined above), you agree to the changes to the Ticketing Terms. To the extent the current version of the Ticketing Terms differs from a prior version to which you previously agreed, the current version of the Ticketing Terms supersedes and governs.

LA28 and the Ticketing Service Provider may add, change, discontinue, remove or suspend any Official LA28 Platform(s), content, functionalities, or features thereof, including features and specifications of products and services described or depicted on the Official LA28 Platforms, temporarily or permanently, at any time, without notice and without liability.

#### **g. SEVERABILITY**

Should any term, clause, or provision of these Ticketing Terms be ruled to be invalid, illegal, void, unconscionable, or otherwise unenforceable, that specific term, clause, or provision will be severed from these Ticketing Terms, and the remainder of these Ticketing Terms will be given full force and effect.

## **5. INDEMNIFICATION**

You agree to indemnify, defend, and hold Releasees harmless for all claims, suits, liabilities, damages, and expenses (including attorneys' fees and court costs) arising out of, incidental to, or in any way related to your and, to the extent permitted by law, any accompanying minors': (a) ordering of, purchase of, or use of a Ticket, or transfer, distribution, consignment, resale, or other action taken in respect of a Ticket; (b) access to or use of the Official LA28 Platform(s); (c) attendance at an Event; (d) acts or omissions, whether intentional, unintentional, negligent, or otherwise; or (e) breach of these Ticketing Terms, applicable Venue Terms, or any other applicable law, regulation, or policy.

## **6. GOVERNING LAW**

Except as otherwise stated in these Ticketing Terms, any Dispute or other claim arising out of these Ticketing Terms shall be governed by California substantive law, without regard to conflict of laws principles or the residencies of the parties.

## **7. The Ticketing Service Provider, IOC, AND IPC AS Third-Party Beneficiaries**

You and LA28 agree that each of the Ticketing Service Provider (and each of its constituent members Eventim USA LLC and AXS LLC), the IOC, and the IPC, is, and is intended to be, a third-party beneficiary of the provisions of these Ticketing Terms, and each shall be entitled to rely on, and enforce, the provisions of this Agreement.

## **8. MISCELLANEOUS**

The terms "include," "includes," and "including," whether or not capitalized, mean "include, without limitation," "includes, without limitation," and "including, without limitation," respectively and are to be construed as inclusive, not exclusive.

All meanings attributed to defined terms in these Ticketing Terms shall be equally applicable to both the singular and plural forms of the defined terms.

The titles and Section headings used in these Ticketing Terms are for ease of reference only and shall not be used in the interpretation or construction of these Ticketing Terms.

If these Ticketing Terms conflict with or otherwise differ from any promotional or other materials published or made available in connection with Tickets, the Ticketing Terms shall control.

The English version of these Ticketing Terms shall control in the event of any conflict or ambiguity between any version of these Ticketing Terms distributed in different languages.

LA28 may sell physical souvenir Tickets for memorabilia purposes at an extra charge, which will be delivered after the Games conclude and which cannot be used to enter any Event or Venue.

If you have questions about these Ticketing Terms, please visit our [Help Center](https://get.support.tickets.la28.org/hc/en-us/requests/new) (<https://get.support.tickets.la28.org/hc/en-us/requests/new>) to contact us.

LAST UPDATED: 14 January 2026

WORLDWIDE PARTNERS



**VISA**

FOUNDING PARTNERS



OFFICIAL PARTNERS

**AECOM**



**Uber**



OFFICIAL SUPPORTERS

