

London 2012 Event Ticket Terms and Conditions

1. We are unable to reply to specific enquiries, or requests for availability information on individual sessions or events, other than through the online ticket system.
2. Full payment for tickets must be made at the time of purchase.
3. Ticket purchases cannot be accepted without confirmation that these Event Ticket Terms and Conditions have been read and accepted by the person making the ticket request for him / herself and all persons on whose behalf any tickets are purchased (together and individually referred to as "you" or "client(s)" in these Terms and Conditions). All communications will be with the person who makes the ticket purchase.
4. Due to restrictions on venue capacities and the limited number of tickets being allocated to the "Authorised Ticket Resellers", it is very likely that tickets for certain prime events, such as Ceremonies, Basketball, Cycling Track, Diving, Swimming and the key finals for most sports will not be available for purchase.
5. In accordance with LOCOG's policy, once confirmed your tickets are non- refundable, except in the case of cancellation of the entire ticketed session.
6. For clients who are purchasing a Leisure Tour package through Sportsworld, the tour is not conditional upon us being able to satisfy a specific ticket request. However, should we be unable to offer tickets (in any category) to a reasonable proportion of all the events that you wish to attend, we will offer you the opportunity to request alternative events. If we cannot offer tickets (in any category) to a reasonable number of acceptable alternatives, we will offer you the opportunity to cancel your holiday booking, as well as confirmed event tickets and to receive a full refund of all monies paid to us. However, we cannot pay any compensation or meet any expenses or costs incurred in conjunction with your travel package booking or ticket request. This right to cancel must be exercised within the timescale outlined in the supporting correspondence.
7. All Ticket Only clients with confirmed tickets must collect their tickets from our designated Ticket Collection Centre in London. The Ticket Collection Centre will be open from the 25th July 2012 until 12th August 2012. Full details will be confirmed in May 2012.
8. Except in special circumstances you are recommended not to purchase tickets for the days of arrival and departure. In the case that you do make a purchase for tickets on these days and the timings of your flight, other means of transportation and/or the event are changed, Sportsworld cannot be held liable for any refunds or for meeting any expenses or costs you incur as a result.
9. If an event session is cancelled, curtailed or postponed by the London Organising Committee (LOCOG) after it has commenced, ticket holders will not have the automatic right to exchange their tickets or receive a partial refund except at LOCOG's sole discretion.
10. In accordance with LOCOG policy, if an event is cancelled completely and not rescheduled, then LOCOG will issue Sportsworld with a refund to the face value of the ticket. Upon receipt of this, Sportsworld will then issue a refund to the face value of the ticket to the client.

11. When allocating seats, Sportsworld will endeavor to seat parties together where possible, but cannot guarantee that this will be possible in every case. If party members or travelling companions submit separate ticket requests, it will not be possible for us to process these requests at the same time in order that the whole group will be seated together.
12. In accordance with LOCOG's policy tickets holders are not permitted to resell their tickets. Ticket purchasers are advised that any attempt to resell tickets personally, or through a third party, or offering any ticket for sale for an amount in excess of its face value, may result in prosecution.
13. Tickets may not be used or resold for promotional or other commercial purposes without the prior approval of Sportsworld and LOCOG. If such approval is not sought prior to making an application for tickets, Sportsworld reserves the right to refuse to supply the tickets and to retain all payments made in respect of them. In addition, Sportsworld will not be liable for any costs, expenses, losses or other sums incurred as a result of its refusal to supply the tickets. Further, Sportsworld cannot be held liable for any costs, expenses, losses or other sums which may be incurred by a third party which seeks to undertake an unauthorised promotion, but is subsequently forced to cancel the said promotion because Sportsworld refuses to supply the tickets.
14. LOCOG reserves the right to make alterations to the event schedule and/or content of individual event sessions at its exclusive discretion and without notice. No refunds will be provided if the content of an event session is altered and you no longer wish to attend. LOCOG also reserves the right to alter, without refund, the seating/spectator arrangements at individual venues without prior notice.
15. The numbering and arrangement of seating at all venues as well as the allocation and location of particular ticket categories/prices is the sole responsibility of LOCOG. Sportsworld only receives its assigned tickets from LOCOG shortly before the start of the event and has no control over where these seats are allocated at the different venues. Sportsworld has no recourse to LOCOG to be able to alter the seats that it has been assigned. Sportsworld is not able to check the locations of, or view from, any particular seat and allocates tickets in good faith amongst our clients on the basis that the seats comply with LOCOG's pricing bands and provide a view which is appropriate to this pricing band. Any complaints related to the location of the seats, the view that they accord and/or their assignment to a particular price category must be made directly to LOCOG. Sportsworld cannot be held responsible if the resulting seat assignment does not accord with your personal expectations and cannot be held liable for making any refunds if you are disappointed with your seating for whatever reason.
16. Tickets are sold fully in accordance with the conditions laid down by LOCOG and various National Olympic Committees. This permits the levying of a processing charge on all ticket purchases.
17. Sportsworld is required by LOCOG to provide name and address details for all ticket purchases made on request. LOCOG undertakes that information will not be made available to other parties and will be treated confidentially. By making a ticket purchase, you consent to our disclosing this information to LOCOG. Please also read our data protection privacy statement

on our website which by making your ticket request, you confirm you have agreed to.

18. Sportsworld is only able to provide tickets to residents of those countries listed on our website. Where any requests are made by clients who are not resident of and using an address within one of the countries, Sportsworld reserves the right to refuse to supply the tickets and to retain all payments made in respect of them. In addition, Sportsworld will not be liable for any costs, expenses, losses or other sums incurred as a result of its refusal to supply the tickets.
19. The Sportsworld online ticketing system will not allow you to purchase tickets when only 1 ticket will be left in our stock if your purchase was to be confirmed. For example, if the current availability for a session is 3, you will only be able to select 1 or 3 tickets to purchase.
20. Once you have entered the 'Ticket Selection' page within the Sportsworld ticket system, you will have a maximum of 60 minutes to finalise your purchase through processing payment. If payment is not completed within this time the tickets will be removed from your basket and released back into our stock making the tickets available to purchase on a 'first come, first served' basis once more. Tickets will also be released back into stock if you log out of your account.
21. Please be aware that the stock levels may alter from the available number shown on your screen at the time that you requested to add tickets to your basket. This may occur due to another customer selecting tickets from the same session moments before you – decreasing the level of availability. Please be aware until you have the tickets 'held' within your 'Ticket Basket' they will remain on general sale. Sportsworld can accept no liability for ticket availability changes during the sales period.
22. When making a purchase, you will have one opportunity to process the debit or credit card payment. Should your payment be rejected by your bank you will be required to start the process again with the tickets previously held in your basket being released and these tickets may no longer be available. Therefore we strongly recommend that you ensure that your daily transaction allowance is to a suitable value of the tickets you wish to purchase. Sportsworld can accept no liability for any form of payment failure.
23. If you have a disability and require accessible seating in venues, then please contact us (london2012@sportsworld.co.uk) to discuss your requirements. We will then advise of the best way to proceed with this request once you have contacted us. Sportsworld do not receive an allocation of these tickets and so will need to make a specific request to LOCOG in order to best meet your requirements, subject to availability from LOCOG.

As at 08/03/2012