

# Coronavirus Disease 2019 Infection (COVID-19) Prevention Guideline for Ticket Holders

～Enjoying a safe and secure Games～

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## Enjoying a safe and secure Games

Welcome to the Olympic and Paralympic Games Tokyo 2020! This guideline was created by The Tokyo Organising Committee of the Olympic and Paralympic Games (Tokyo 2020) to ensure that spectators can take part in a safe and secure Games. We seek your understanding and cooperation in observing the guideline so that you can enjoy the Tokyo 2020 Games with reassurance.

Please observe the guideline when attending the Games competitions. Failure to observe the guideline may result in your being refused entry to the competition venue at Tokyo 2020's discretion in accordance with the Tokyo 2020 Terms and Conditions of Ticket Purchase and Use. Please note that in this case your ticket will not be eligible for a refund.

## Target audience of this guideline

Spectators at the competition venues (ticket holders)

※ A separate guideline will be provided for spectators watching the competition from the roadside.



## Before attending the Games competition

Use of the COVID-19 Contact Confirming App (COCOA) or your local notification service is strongly recommended, so please cooperate by downloading the app on your mobile phone.

When you must refrain from using your mobile phone, keep the power on and set it to silent mode so that the COCOA app is activated at all times.

## Before you leave for the competition venue

### (1) What to bring

- Make sure to bring your own face mask for we will not distribute face masks at the competition venue.
- To prevent infection, bring a towel or a handkerchief to use after washing your hands.

You are allowed to bring into the venue a small amount of antiseptic or disinfectants (in liquid or gel form containing alcohol-based disinfectant) for your personal use.

## (2) Pay attention to your health condition

- Keep track of your physical condition by taking and recording your temperature and using a health management app. Also, please thoroughly check the "Persons who will be refused entry" list before coming to the competition venue, and refrain from attending the Games if any of the conditions apply.
- Please understand and accept that if you have a fever or do not feel well and decide not to attend the Games competition, you will not receive a refund for your unused ticket.

## En route to the competition venue

- When using public transport, wear a face mask and refrain from talking. Please comply with the COVID-19 countermeasures implemented by the public transport operator.
- When using the shuttle bus, the accessible shuttle or boat service, practice physical distancing as much as possible while riding the vehicle as well as when getting on or off, wear a face mask, and keep conversations to a minimum.
- Sanitise your hands and fingers frequently.
- If you feel unwell, do not hesitate to let the staff know.
- In order to control the movement of people, we ask that you go straight to the competition venue and return directly home.
- In order to prevent crowds from forming on various means of transport as well as in and around the competition venue, allow yourself plenty of travel time to access the Games competition. Depending on the situation, we may ask spectators in advance to stagger their arrival times.
- If you will come from another prefecture to the competition venue, please minimize the contact with others who are not living within the same premises during travel, at the accommodation facility and during meals. Please also cooperate with the control of the movement of people.



## Going to the competition venue from the nearest train station or bus stop

- Secure physical distance with other passengers and wear a face mask.
- Refrain from acts that have a high risk of infection or acts of public nuisance, such as talking loudly, cheering or making direct contact with other spectators (high five, handshaking, etc.).
- Do not eat nor drink on the street, and refrain from stopping to chat with others.
- Strictly observe the rules and etiquette, such as wearing a face mask, where congestion is unavoidable, such as at intersections, in front of elevators or queuing up for the baggage inspection.
- Refrain from making noise or talking loudly around the competition venue, including upon entry and departure. Please show consideration to the residents living nearby.

## Temperature check at entry to the competition venue



Your temperature will be taken before entering the competition venue.

- (1) Thermography or a non-contact thermometer will be used to perform a primary temperature check before baggage inspection.
- (2) If your body temperature measures 37.5 degrees (Celsius) or higher, you must undergo a secondary temperature check using a contact or a non-contact thermometer.

- (3) If your body temperature measures 37.5 degrees or higher in the secondary temperature check, you will not be allowed admission to the venue in accordance with the Tokyo 2020 Terms and Conditions of Ticket Purchase and Use.

## **Persons who will be refused entry to the competition venue**

You will not be allowed admission to the venue if any of the following conditions apply.

- (1) If any of the following symptoms applies within the past two weeks from the scheduled time or date of your attendance of the Games competition:
- (a) Body temperature of 37.5 degrees or higher, or awareness of symptoms of fever.
  - (b) Sense of fatigue, dullness or low in energy.
  - (c) Cold symptoms such as coughing or a sore throat.
  - (d) Impaired sense of smell or taste.
- (2) If you have tested positive for COVID-19 in the past in a PCR test or other COVID-19 tests, and meet any one of the following:
- (a) If you were a symptomatic patient
    - The scheduled time or date of your attendance at the Games competition is less than 10 days from the onset of COVID-19 and within 72 hours of remission of the symptoms..
    - Negative results have not been confirmed from two PCR tests or other COVID-19 tests administered at an interval of 24 hours or more after 24 hours have passed from the remission of the symptoms.

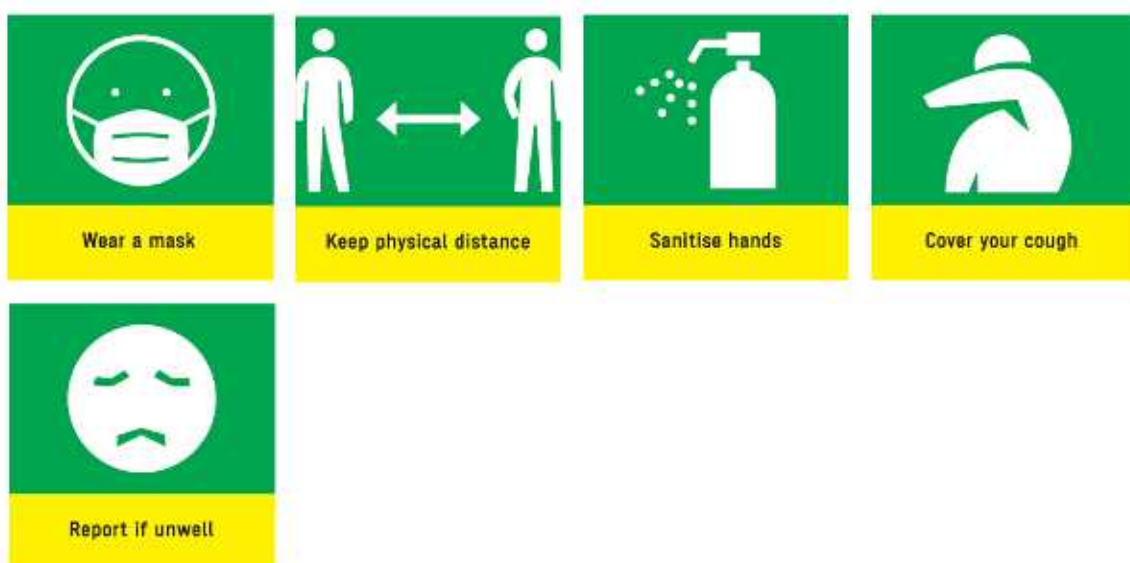
(b) If you were an asymptomatic carrier

- The scheduled time or date of your attendance at the Games Competition is less than 10 days from the date your sample was collected.
- Negative results have not been confirmed from two PCR tests or other COVID-19 tests administered at an interval of 24 hours or more after six days have passed from the date your sample was collected.

- (3) You are self-quarantining at home as a close contact.
- (4) You live with a family member who is self-quarantining as a close contact.
- (5) The person you live with (e.g. family members) is not feeling well and is showing any one of the symptoms stated in (1) above.
- (6) Within the past 14 days, you have visited or have been a close contact with a resident of a country or region on which the Government of Japan has imposed restrictions on their entry to Japan or required a period of observation after their entry to Japan.
- (7) You do not wear a face mask

\*Not applicable to infants and toddlers (under 2 years old) who are referred to in the publication of the Japan Pediatric Society stating their position on infants wearing face masks.





## When you are queuing up (upon entry to the competition venue, at the concession stand, at the toilet, etc.)

When waiting in line, line up along the markings on the floor and maintain physical distancing of 2 metres where possible or at least 1 metre or more.

## At the competition venue

- (1) Wear a face mask at all times when entering the competition venue and throughout your stay. Please observe caution against heat stroke.

\*Masks are not required for children under the age of 2 and recommended for preschool children.




- (2) Cover your mouth when coughing; wash your hands regularly; sanitise your hands and fingers; avoid touching your eyes, nose and mouth with your fingers; and avoid the '3 Cs' (closed spaces, crowded spaces and close-contact settings).
- (3) Do not engage in activities with a high risk of transmission through exposure to respiratory droplets such as making noise or talking loudly.



- (4) When moving within the venue, secure as much distance as possible from people other than persons who live with you.
- (5) When moving within the venue, decide on your destination (the toilet, the concession stand, your seat, etc.) and take the shortest route possible, avoiding unnecessary detours.
- (6) Enjoy the competition from your designated seat. In case we ask you to move to another seat as a COVID-19 countermeasure, please follow the instructions of the staff.

## Online information on crowd levels (at concession stands, toilets, etc.)

At the following competition venues, information on crowd levels will be posted online in order to prevent crowds in areas where congestion is expected (at concession stands, toilets, etc.). If you are planning to go to any of these competition venues, please check the crowd level online and avoid crowded areas to help reduce congestion.

Competition venue	Target area	URL of the crowd tracking site	2D code
Olympic Stadium	Concession stands, toilets (men's and women's), entrance gate	<a href="https://crowd-monitor-ols.tokyo2020.org/DLS/index.html">https://crowd-monitor-ols.tokyo2020.org/DLS/index.html</a>	
Ariake Arena	Concession stands and women's toilets	<a href="https://crowd-monitor-ara-tac.tokyo2020.org/ARA/index.html">https://crowd-monitor-ara-tac.tokyo2020.org/ARA/index.html</a>	
Tokyo Aquatics Centre	Concession stands and women's toilets	<a href="https://crowd-monitor-ara-tac.tokyo2020.org/TAC/index.html">https://crowd-monitor-ara-tac.tokyo2020.org/TAC/index.html</a>	

※The webpages will be available during Games time

## Food and beverages at the competition venue

- When you are queuing up at the concession stand, maintain appropriate physical distancing of 2 metres if possible or at least 1 metre or more.

- Please use a hand sanitiser and disinfect your hands and fingers.
- When having food or beverages at your seat, refrain from talking and promptly put your face mask back on after eating or drinking in order to prevent the risk of other spectators being exposed to respiratory droplets.
- Do not eat nor drink in the aisles with a group of people.
- Drinking alcoholic beverages is not allowed in the competition venue. No alcoholic beverages are allowed to be brought into the competition venue. Alcoholic beverages will not be sold in the competition venue..

## **If you feel sick or develop a fever while at the competition venue**

- (1) If you are not feeling well or develop any symptoms, please notify the nearest Games staff and follow their instructions.
- (2) If the medical staff at the venue advises you to visit a medical institution, follow their advice.



## Watching the Games competition and cheering the athletes

In order to avoid contact with others and to prevent transmission through exposure to respiratory droplets while watching the Games competition, do not engage in the following actions:

- Cheering loudly (yelling, shouting, whistling, etc.)
- Waving a towel or other items to cheer on the athletes
- Any form of cheering that could create a crowd
- High five with other spectators or staff, putting arms around each other's shoulders while cheering
- Shaking hands or high five with athletes, asking for an autograph or expressing verbal support

## Leaving the competition venue

In order to avoid congestion caused by spectators simultaneously leaving the venue, we may regulate the timing of spectators' exit by implementing staggered departure times.

## After attending the Games competition

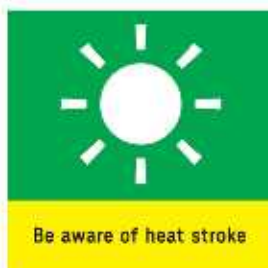
- (1) In order to control the movement of people, we ask that you go straight to the competition venue and return directly home

Do not eat nor drink on the street, do not stop to chat or cheer with others, and do not talk loudly nor make noise.

- (2) Please keep your ticket stub or ticket data for at least 14 days in order to keep track of your seat number.
- (3) If you test positive for COVID-19 after attending the Games competition, please follow the actions below:
  - Comply with the activity history survey conducted by the public health centre.
  - If you attended the Games at a competition venue during the applicable period (within 14 days) for which your activity history should be confirmed, inform the public health centre, providing details such as the date and time of the Games competition you attended and your seat number.

The date of attendance and the seat number of anyone who tested positive for COVID-19 will be posted on the Tokyo 2020 official website and social media platforms under the guidance of the public health centre and with careful consideration to the handling of personal information. Please be assured that under no circumstances will the identity of the person be revealed.





## Countermeasures against heat

- Tokyo 2020 will plan and implement various countermeasures against heat that will include providing appropriate facilities and equipment, beverages and information as well as administering first aid to anyone experiencing heat stroke. These measures will be implemented simultaneously with COVID-19 countermeasures. Particular attention will be given to providing information and adopting necessary operational measures to reduce the risk of heat stroke associated with wearing a face mask in hot weather.
- Wearing a face mask in a hot or humid environment may increase the risk of heat stroke. Depending on your physical condition, you may want to consider removing your face mask if you can maintain an appropriate distance (at least 2 metres or more) from other people in an outdoor environment. Also, when wearing a face mask, drink liquids frequently even if you do not feel thirsty.

## Other considerations

Although the rules in this guideline do not apply to actions taken in response to those requiring help or support at close range (e.g. people with impairments, children, elderly people), we ask that those who need support and those who provide support also comply with the rules as much as possible, unless there are unavoidable circumstances.

## ATTACHMENT

### Summary of the compliance requirements in this guideline

If you do not observe the rules in this guideline when you attend a Games competition, you may be denied admission or asked to leave the competition venue at Tokyo 2020's discretion in accordance with the Tokyo 2020 Terms and Conditions of Ticket Purchase and Use. In that case, please note that you will not be eligible for a refund.

- ◆ Make an effort to download and use the COVID-19 Contact Confirming App (COCOA) or your local notification service. (We advise that you switch to silent mode when necessary.)
- ◆ Keep track of your physical condition before attending the Games competition. Also, please thoroughly check the "Persons who will be refused entry" list before coming to the competition venue, and refrain from attending if any of the conditions apply.
- ◆ In order to control the movement of people, we ask that you go straight to the competition venue and return directly home. Please cooperate with any requests asking spectators to observe staggered arrival times.
- ◆ When using public transport, wear a face mask and refrain from talking. Please comply with the COVID-19 countermeasures implemented by the public transport operator.
- ◆ When using the shuttle bus, the accessible shuttle or boat service, maintain physical distance as much as possible while riding the vehicle as well as when getting on or off, wear a face mask, and keep conversations to a minimum.
- ◆ Strictly observe the rules and etiquette, such as wearing a face mask, where congestion is unavoidable, such as at intersections, in front of elevators or queuing up for the baggage inspection.
- ◆ Secure physical distance while making sure you do not obstruct the traffic flow.

- ◆ When going to the competition venue from the nearest public transportation stop, refrain from acts that have a high risk of infection or acts of public nuisance, such as talking loudly, cheering or making direct contact with other spectators (high five, handshaking, etc.).
- ◆ As a general rule, bring your own face mask and wear it at all times when entering the competition venue and throughout your stay. If wearing a face mask is difficult, wear an alternative item that prevents transmission through exposure to respiratory droplets. Face masks are not required for children under the age of 2 and recommended for preschool children.
- ◆ To prevent infection, bring a towel or a handkerchief to use after washing your hands.
- ◆ Have your temperature taken before entering the competition venue.
  - (1) Thermography or a non-contact thermometer will be used to perform a primary temperature check.
  - (2) If your body temperature measures 37.5 degrees (Celsius) or higher, you must undergo a secondary temperature check using a contact or a non-contact thermometer.
  - (3) If your body temperature measures 37.5 degrees or higher in the secondary temperature check, you will not be admitted into the venue and will be asked to leave.
- ◆ You will not be admitted to enter the competition venue if any of the following conditions apply:
  - (1) If any of the following symptoms applies within the past two weeks from the scheduled time or date of your attendance of the Games competition:
    - ① Body temperature of 37.5 degrees or higher, or awareness of symptoms of fever.
    - ② Sense of fatigue, dullness or low in energy.
    - ③ Cold symptoms such as coughing or a sore throat.
    - ④ Impaired sense of smell or taste.
  - (2) If you have tested positive for COVID-19 in the past in a PCR test or other COVID-19 tests, and meet any one of the following:
    - If you were a symptomatic patient



- ① The scheduled time or date of your attendance at the Games competition is less than 10 days from the onset of COVID-19 and within 72 hours of remission of the symptoms.
- ② Negative results have not been confirmed from two PCR tests or other COVID-19 tests administered at an interval of 24 hours or more after 24 hours have passed from the remission of the symptoms.
- If you were an asymptomatic carrier
  - ① The scheduled time or date of your attendance at the Games Competition is less than 10 days from the date your sample was collected.
  - ② Negative results have not been confirmed from two PCR tests or other COVID-19 tests administered at an interval of 24 hours or more after six days have passed from the date your sample was collected.
- (3) You are self-quarantining at home as a close contact.
- (4) You live with a family member who is self-quarantining as a close contact.
- (5) A person you live with (e.g. a family member) is not feeling well and is showing any one of the symptoms stated in (1) above.
- (6) Within the past 14 days, you have visited or have been a close contact with a resident of a country or region on which the Government of Japan has imposed restrictions on their entry to Japan or required a period of observation after their entry to Japan.
- ◆ Cover your mouth when coughing, wash your hands regularly, sanitise your hands and fingers, and avoid touching your eyes, nose and mouth with your fingers.
- ◆ Do not engage in activities with a high risk of transmission through exposure to respiratory droplets such as making noise or talking loudly.
- ◆ When moving within the venue, secure as much distance as possible from other people.
- ◆ Enjoy the competition from your designated seat. In case we ask you to move to another seat as a COVID-19 countermeasure, please follow the instructions of the staff.
- ◆ When queuing up upon entry to the competition venue, at the concession stand, at the toilet, etc., line up along the floor markings and maintain physical distancing of 2 metres where possible or at least 1 metre or more.



- ◆ Use a hand sanitiser and disinfect your hands before eating or drinking at the competition venue.
- ◆ When having food or beverages at your seat, refrain from talking and promptly put your face mask back on after eating or drinking in order to prevent the risk of other spectators being exposed to respiratory droplets.
- ◆ Do not eat nor drink in the aisles with a group of people.
- ◆ Do not bring into the competition venue or drink alcoholic beverages.
- ◆ If you are not feeling well or you develop a fever or any other symptoms, please notify the nearest Games staff and follow their instructions. If the medical staff at the venue advises you to visit a medical institution, follow their advice.
- ◆ In order to avoid contact with others and to prevent transmission through exposure to respiratory droplets while watching the Games competition, do not engage in the following actions:
  - Cheering loudly (yelling, shouting, whistling, etc.)
  - Waving a towel or other items to cheer on the athletes
  - Any form of cheering that could create a crowd
  - High five with other spectators or staff, putting arms around each other's shoulders while cheering
  - Shaking hands or high five with athletes, asking for an autograph or expressing verbal support
- ◆ When leaving the competition venue, follow the instructions of the staff as we may regulate the timing of the spectators' departure.
- ◆ Please keep your ticket stub or ticket data for at least 14 days in order to keep track of your seat number.
- ◆ If you test positive for COVID-19 within 14 days from the day you attended the Games at the competition venue, please comply with the activity history survey conducted by the public health centre. If you attended the Games at a competition venue during the applicable period (within 14 days) for which your activity history should be confirmed.

inform the public health centre, providing details such as the date and time of the Games competition you attended and your seat number.

## **Related Links**

### **>torch relay guideline**

<https://tokyo2020.org/en/torch/about/secure-and-safe>

### **>Tokyo 2020 Ticket Purchase and Terms of Use**

<https://ticket.tokyo2020.org/Home/TicketTerm>

## **government-related link**

### **> Novel Coronavirus (COVID-19)**

[https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708\\_00079.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708_00079.html)

### **> COVID-19 Information and Resources**

<https://corona.go.jp/en/>