



Rio 2016 Ticket License Agreement and Spectator Policy

Rio 2016 has established the following Ticket License Agreement and Spectator Policy (this **'Agreement'**) which sets out the terms and conditions for the possession and use of Ticket(s) for the Rio 2016 Olympic and Paralympic Games.

Please read this Agreement carefully. By purchasing, accepting, possessing, or using a Ticket you are certifying that you have read, understood and accepted the terms of this Agreement and that you will bring them to the attention of others, as set out below.

This document last updated on **March 25, 2015**.

1 Definitions and interpretations

In this Agreement, the following terms shall have the following meanings:

- 1.1 **'Agreement'** means the Rio 2016 Ticket License Agreement and Spectator Policy, as set out in this document.
- 1.2 **'ATR (Authorized Ticket Reseller)'** means an entity, nominated by an NOC or NPC, and appointed by Rio 2016 to act as an agent to promote, sell and distribute Tickets within the designated Territory of the relevant NOC or NPC. An NOC or NPC may choose to act as an ATR within their own territory. A list of all ATRs is available at rio2016.com.
- 1.3 **'Authorized Ticket Sources'** means all official sources authorized by Rio 2016 to sell or otherwise distribute Tickets, including the Rio 2016 Ticketing Website, Ticket box offices or ticket centres, Authorised Ticket Reseller websites or offices, official Rio 2016 partners, or any other organisation or entity expressly authorised by Rio 2016 to sell or otherwise distribute Tickets for the Games. The complete list of Rio 2016 Authorized Ticket Sources can be found at rio2016.com.
- 1.4 **'COB'** means Comitê Olímpico Brasileiro (Brazilian Olympic Committee).
- 1.5 **'CPB'** means the Comitê Paralímpico Brasileiro (Brazilian Paralympic Committee).
- 1.6 **'Force Majeure'** means any cause beyond Rio 2016's control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, public health emergency, acts or regulations of national, state, or local governments.
- 1.7 **'Games'** means, collectively, the Games of the XXXI Olympiad in Rio de Janeiro in 2016 and the Rio 2016 Paralympic Games.
- 1.8 **'Games Body'** means each of the IOC, the IPC, the COB, the CPB, NOCs, NPCs, IFs, NFs, Rio 2016 or any other organising committee of an Olympic or Paralympic Games.
- 1.9 **'IF'** means an International Federation, an organisation, recognised by the IOC or IPC, responsible for the governance of a sport on the worldwide level and for ensuring the promotion and development of that sport. IFs are responsible for overseeing the organisation of international events and world championships.

- 1.10 **'IOC'** means the International Olympic Committee, being the supreme authority of the Olympic Movement which is an international non-governmental not-for-profit organisation of unlimited duration and which has the status of a legal person and is recognised by the Swiss Federal Council.
- 1.11 **'IPC'** means the International Paralympic Committee, the international governing body of sports for athletes with a disability. Its purpose is to supervise the organisation of the summer and winter Paralympic Games and act as the International Federation for nine sports, supervising and coordinating World Championships and other competitions.
- 1.12 **'NF'** means National Federation, and is sometimes referred to as a National Governing Body. It is an organisation responsible for the governance of a sport on a national level and for ensuring the promotion and development of that sport within a country or territory. NFs are responsible for overseeing the organisation of national events and championships.
- 1.13 **'NOC'** means National Olympic Committee.
- 1.14 **'NPC'** means National Paralympic Committee.
- 1.15 **'Order'** means an application or request to purchase Tickets made by a Purchaser, encompassing those requests being processed and the ones already processed, regardless of whether the Purchaser has been successful or unsuccessful in purchasing the intended Tickets.
- 1.16 **'Person'** means an individual, partnership, firm, corporation, association, trust, unincorporated association or any other legal person.
- 1.17 **'Personal Information'** is information that identifies you as an individual, and may include (but is not necessarily limited to) your name, address, telephone number, email address, birthdate, government identification numbers (CPF, passport number) and ticket purchase details.
- 1.18 **'Photographic Identification'** means a valid photo identity document issued by an official government authority, proving the holder's identity (original passport for non-residents of Brazil, or other document in accordance with the legislation of Federative Republic of Brazil for Brazilian residents). It is mandatory that the document contain a photo.
- 1.19 **'Purchaser'** means the Person who has ordered and paid Rio 2016 for one or more Tickets and who is registered in Rio 2016's records as the original purchaser of Tickets.
- 1.20 **'Rio 2016'** means the Rio 2016 Organising Committee for the Olympic and Paralympic Games. Rio 2016 is a private, not-for-profit sports association responsible for the planning, promotion and staging of the 2016 Olympic and Paralympic Games.
- 1.21 **'Session'** means an event or group of events of the Games (including, without limitation, sport events and opening and closing ceremonies) for which tickets have been issued by Rio 2016.
- 1.22 **'Ticket'** means evidence of a licence issued by Rio 2016 which entitles the holder to admission to a Session, which may be in electronic form or may be a conventional, printed ticket of admission.
- 1.23 **'Ticket Holder'** means a Person who is in possession of a valid Ticket and, for the avoidance of doubt, includes a Purchaser and/or any other Person who purchases, possesses or uses a Ticket, regardless of nationality, and without any limitation as to the source used to acquire the Ticket.
- 1.24 **'Venue'** means any location under the control of Rio 2016, access to which requires a Ticket, and any adjacent areas that are under the control of Rio 2016.

2. Applicable Terms and Conditions

- 2.1 **All Tickets issued by Rio 2016 for the Games are subject to the terms and conditions of this Agreement.**

2.2 **By purchasing, accepting, possessing or using a Ticket, a Ticket Holder agrees that he or she shall comply with these terms and conditions of this Agreement.**

2.3 Ticket Holders have responsibility for complying with the terms and conditions of this Agreement. Rio 2016 reserves the unrestricted right to terminate the licence granted by a Ticket.

2.4 If a Ticket Holder is not 18 years of age or over, their parent(s) or legal guardian(s) are responsible for their actions and conduct and their compliance with the terms and conditions of this Agreement. Children under the age of 14 years may not attend a session unless accompanied by an adult. If any further age restrictions are defined by governmental authorities, including age restrictions for particular sports, then this Agreement will be amended to reflect those restrictions, and any modifications will enter into force upon registry.

2.5 Rio 2016 reserves the right to change the terms and conditions of this Agreement from time to time and the modifications shall enter into force upon registry. Rio 2016 will notify the original Ticket Purchaser of such changes if they materially affect their rights as a consumer.

2.6 The prices of Tickets shall be fixed by Rio 2016. The criteria for cancellation, devolution and reimbursement of Tickets, as well as allocation, reallocation, reservation and cancellation of seats on the Venues shall be defined by Rio 2016.

3. Accessibility

3.1 Rio 2016 takes pride in ensuring that people with physical impairments shall not be discriminated against and will, subject to availability, make accommodation for spectators with disabilities in accordance with any applicable laws. Ticket Holders are referred to Rio 2016's Accessibility Statement (full details of which are available at our website).

3.2 Rio 2016 will endeavour to ensure that Persons with additional accessibility requirements are seated in a manner which makes provision for such requirements. Persons with additional accessibility requirements must notify Rio 2016 of such requirements when applying for or purchasing Tickets, as outlined in the Rio 2016 Ticket Terms of Purchase.

4. Tickets

4.1 A Ticket grants the Ticket Holder a revocable licence to enter a Venue to attend and to occupy a space or seat at a Session. This may be a specific, reserved seat or space, or may be for general admission to designated spectator areas of the venue. Rio 2016 may revoke this licence at any time, with cause, as outlined in this Agreement.

4.2 All Tickets remain the exclusive property of Rio 2016.

4.3 A valid Ticket must be produced to gain admission to a Session or a Venue.

4.4 Ticket Holders have responsibility for all Tickets in their possession. Once in the possession of the Purchaser, the Purchaser is solely responsible for safeguarding all Tickets. A Ticket Holder may be denied entry or asked to leave the venue for removing any part of, altering, or defacing a Ticket. Neither the Ticket Holder nor the Purchaser shall be entitled to any compensation for lost, stolen, forgotten or damaged Tickets. It may not be possible to issue duplicate Tickets.

- 4.5 Unless otherwise specified on the Ticket, a Ticket Holder who leaves a Venue may not use the same Ticket to re-enter the Venue for any reason. There will be no pass-outs or re-entry. If a Ticket Holder exits a Venue for any reason other than an emergency evacuation, the Ticket Holder and original Purchaser agree that Rio 2016 may void the Ticket and resell or otherwise redistribute the unoccupied seat or space to another person for the remainder of the Session.
- 4.6 A Ticket Holder must retain their Ticket at all times while attending the Session and the Ticket must be produced for inspection upon request by any authorized person, including without limitation an official, steward or employee of Rio 2016, or a volunteer, or the Venue or any police officer. Failure to do so may result in the Ticket Holder being required to leave a Venue.
- 4.7 A Ticket Holder may be required to show his or her Ticket upon exiting the Venue perimeter.
- 4.8 Upon request, a Ticket Holder must show their Ticket and/or proof of identity with appropriate Photographic Identification and other documents necessary to provide proof of the Ticket Holder's eligibility for a discount, if applicable. Failure to do so may result in the Ticket Holder being required to leave the Venue.
- 4.9 Rio 2016 reserves the right to reassign a Ticket Holder to an alternative seat or space in a comparable location (as determined by Rio 2016 in its sole discretion) for any Venue or Session. If a ticketed seat or space cannot be provided, the Purchaser may apply for a refund as outlined in the Rio 2016 Ticket Terms of Purchase.

5. Transportation

- 5.1 Ticket Holders for Sessions held within the city of Rio de Janeiro are entitled to free access to public transport on municipal buses (including the BRT system) within the city of Rio de Janeiro for travel to and from the Venue on the day of the session. Free access to public transport on suburban rail, metro, and ferries is currently under negotiation.
- 5.2 Ticket Holders should allow sufficient time before the Session to travel to and access the Venue, taking into account travel times and time required for queuing and security screening prior to entering the Venue. A Ticket Holder arriving after the commencement of a Session may be required to wait for an appropriate break in competition before being granted access to his or her seat, and neither the Ticket Holder nor the Purchaser shall be entitled to a refund in the case of late arrival to the Venue.

6. Session alterations and interruptions

- 6.1 Purchasers and Ticket Holders acknowledge that Sessions may be delayed or postponed. Rio 2016 will use reasonable efforts to communicate such delays or postponements to Purchasers. It is the Purchaser's responsibility to communicate such information to the Ticket Holder. As soon as possible after Rio 2016 becomes aware of a Session being delayed or postponed, all available information will be posted on rio2016.com. It is the responsibility of a Ticket Holder to check this website to determine whether any change has been made to Session schedule. Rio 2016 does not guarantee that Ticket Holders will be informed of such delay or postponement before the date of the Session concerned.
- 6.2 Ticket Holders with Tickets for a delayed Session shall not be eligible for a refund. There will be no exchanges of Tickets for another Session.
- 6.3 If a Session commences as scheduled and is interrupted after it begins, and Rio 2016 determines that it was substantially completed, neither the Purchaser nor the Ticket Holder holding a Ticket for the interrupted Session shall be eligible for a refund. There will be no exchanges of Tickets for another Session.

- 6.4 If a Session commences as scheduled, is interrupted, and Rio 2016 determines that the Session was not substantially completed, and the Session is rescheduled to take place as a new Session (i.e. separate from an existing, scheduled, Session), the Ticket Holder may retain his or her original Ticket for admission to the rescheduled Session. Neither the Purchaser nor the Ticket Holder holding a Ticket for the rescheduled Session shall be eligible for a refund. There will be no exchanges of Tickets for another Session.
- 6.5 If a Session commences as scheduled and is interrupted, and Rio 2016 determines that the Session was not substantially completed, and the Session is rescheduled as part of an existing, scheduled, Session (i.e. does not take place as a new Session), the Purchaser may apply for a refund as outlined in the Rio 2016 Ticket Terms of Purchase. Refunds will only be made to the Purchaser, not the Ticket Holder. There will be no exchanges of Tickets for another Session.

7. Session cancellation

- 7.1 If a Session is cancelled (i.e. not held at all), Rio 2016 will use reasonable efforts to communicate such cancellation in advance to Purchasers. It is the Purchaser's responsibility to communicate such information to the Ticket Holder. As soon as possible after Rio 2016 becomes aware of a Session being cancelled all available information will be posted on our website. It is the responsibility of a Ticket Holder to ascertain whether a Session has been cancelled. Rio 2016 does not guarantee that Ticket Holders will be informed of such cancellation before the date of the Session concerned.
- 7.2 If a Session is cancelled, the Purchaser may apply for a refund as outlined in the Rio 2016 Ticket Terms of Purchase.

8. Liability

- 8.1 Purchasers and Ticket Holders acknowledge and accept the risks and dangers inherent in attending a Session.
- 8.2 A Ticket Holder is responsible for his or her own safety, for the safety of any accompanying children and for the safety of their own personal property.
- 8.3 Personal arrangements including travel, accommodation or hospitality relating to attendance at the Session which have been made by a Purchaser or Ticket Holder are made at the Purchaser's or Ticket Holder's own risk.
- 8.4 None of Rio 2016, any Authorised Ticket Source, any Venue owner, any member of the Games Body or any other Person involved in the organisation of the Games accept any responsibility for any loss, theft or damage of a Ticket Holder's personal property. A Ticket Holder releases Rio 2016, Authorised Ticket Sources, Venue owners and the Games Bodies from any liability for any loss or damage to personal property they may suffer in relation to his or her attendance at a Venue.
- 8.5 None of Rio 2016, any Authorised Ticket Source, any Venue owner, any member of the Games Body or any other Person involved in the organisation of the Games shall be liable for any failure to perform any obligation under the terms and conditions of this Agreement to the extent that the failure is caused by Force Majeure or by the acts of third parties.
- 8.6 Except as required by law, none of Rio 2016, any Authorised Ticket Source, any member of the Games Body or any other Person involved in the organisation of the Games shall have any further liability to a Ticket Holder beyond the face value of the Ticket purchased (plus the relevant Ticket delivery fee if the Tickets have not yet been dispatched). None of Rio 2016, any Authorised Ticket Source, any Venue owner or any Games Body shall be responsible to the Purchaser or Ticket Holder

for any indirect losses or damages including, but not limited to, punitive damages, loss of enjoyment, goodwill or profit and/or travel or accommodation expenses.

9. Resale, Reuse, and Transfer of Tickets

9.1 Tickets may not be purchased or obtained from or through any source other than directly from an Authorized Ticket Source. Tickets purchased or obtained from or through sources other than directly from Authorized Ticket Sources, in accordance with the terms and conditions of this Agreement, may be declared **void**, and may be **seized or cancelled**. In such a case, the Ticket Holder will be denied entry to the Session and the Purchaser **will not be eligible for a refund**.

9.2 Save as set out at clauses 9.3 and 9.4 below, Tickets are **strictly non-transferable** and **may not be sold nor advertised for sale** whether on the internet, in newspapers or elsewhere.

9.3 Rio 2016 recognizes that a Ticket Holder's circumstances may change over time. To provide a solution for cases where a Ticket Holder is unable to use a ticket, an online procedure to facilitate Ticket return will be made available via rio2016.com.

9.4 Any Tickets issued to a Purchaser may only be used by the Purchaser or a family member, or a friend or colleague who is known to the Purchaser personally, or an officially invited guest of the purchasing organisation. The transfer of a Ticket in this manner shall not contravene clauses 9.1 and 9.2, provided that:

9.4.1 Such a transfer takes place without payment or benefit in excess of the face value price of the Ticket.

9.4.2 Such a transfer is subject to the terms and conditions of this agreement; and

9.4.3 The Purchaser consents to provide the name and address (and any other identification details, as required by Rio 2016) of each person who is intended to use a Ticket to attend a Session, if asked at any time by any official, steward, volunteer or employee of Rio 2016 or of the Venue owner or by any police official.

9.5 Tickets may not be transferred to any Person who pays or agrees to pay for some other goods or services, such as a hospitality package or accommodation, unless authorised by Rio 2016. A Ticket may not be offered as part of a package of goods or services, which, for the avoidance of doubt, may include a hospitality package, unless authorised by Rio 2016. Tickets sold or advertised for sale (whether on their own, together or as part of a package of goods and services, including hospitality packages) contrary to this clause 9.5 may be considered **void**, and may be **seized or cancelled**. In such a case, the Ticket Holder will be denied entry to the Session and the Purchaser **will not be eligible for a refund**.

9.6 Tickets may not be used for advertising, promotion, auctions, fundraising or marketing purposes (including in competitions, contests and sweepstakes) without prior written authorisation from Rio 2016. Tickets used for advertising, promotion, auctions, fundraising or marketing purposes without the authorisation of Rio 2016 (including in competitions, contests and sweepstakes) may be considered **void**, and may be **seized or cancelled**. In such a case, the Ticket Holder will be denied entry to the Session and the Purchaser **will not be eligible for a refund**.

10. Void Tickets

10.1 Any Ticket reasonably believed to have been obtained in breach of the terms and conditions of this Agreement and/or the terms and conditions of the Rio 2016 Ticket Terms of Purchase shall be **void**, and may be **seized or cancelled**. In such a case, all rights conferred or evidenced by such Ticket shall be nullified. In such a case, the Purchaser **will not be eligible for a refund**.

10.2 Any Person seeking to use a Ticket that can reasonably be believed to have been obtained in breach of the terms and conditions of this Agreement and/or the terms and conditions of the Rio 2016 Ticket Terms of Purchase in order to gain entry to or remain at a Session may be considered to be trespassing and may be denied entry to or ejected from the venue, and may be subject to criminal or civil action.

11. Discounted Tickets

11.1 Rio 2016 may set special Ticket prices, including discounted Tickets for students and teachers, persons with disabilities, and/or persons over the age of 60 and half-price tickets as required by legislation of the Federative Republic of Brazil and/or the relevant local jurisdictions. Ticket Holders taking advantage of such discounted Ticket prices may be required, upon request by any official, steward, employee, volunteer, or authorized partner or contractor of Rio 2016 or the Venue, to provide proof of his or her eligibility for the discount with appropriate Photographic Identification and other relevant documents if necessary. **Failure to produce proof of eligibility represents a material breach of these Terms and Conditions and may result in the cancellation of the Order or the Tickets issued and in the refusal of admittance to the Venue of the Ticket Holder, who may also be asked to leave the Venue, or be required to pay the full adult price of the Ticket.**

12. Spectator Policy

12.1 Personal Property

12.1.1 There will be no storage available at the Venues, save for limited space afforded to children's strollers and prams, mobility scooters and wheelchairs.

12.1.2 Rio 2016 has the exclusive right to determine what objects may be brought into a Venue by a Ticket Holder. Rio 2016 will not store or provide storage for any confiscated, prohibited or restricted items or materials at the Venue and a Ticket Holder will have no right to have any confiscated item returned.

12.2 Prohibited and Restricted Items

12.2.1 All spectators, including Ticket Holders, are prohibited from transporting into a Venue any of the following items: explosive devices or any parts, materials, or substances for making such devices (including fireworks and flares); incendiary devices or flammable substances of any kind; firearms, ammunition, or anything with the appearance of a firearm; any weapon or any object made or adapted for causing injury to another person; items which could potentially be used for hitting or striking another person (including non-telescopic poles or sticks); poisonous or toxic substances of any kind (including illegal drugs).

Any spectator or Ticket Holder who is found to be in possession of any of the above items will have the items seized (with no right to have the items returned), shall be removed from a Venue, and may be subject to arrest and/or prosecution by the relevant authorities. The above list represents a summary of prohibited items and is subject to change at the discretion of Rio 2016. An updated, detailed list of prohibited items can be found at www.rio2016.com.

12.2.2 All spectators, including Ticket Holders, are restricted from bringing into the venue any item which may disturb the competition, the efficient operation of the venue, or other spectators or staff. Such items may include, but are not limited to: laser pointers and similar devices; items which create excessive noise such as horns, whistles, etc.; communications devices (other than mobile phones) which transmit radio signals, such as walkie-talkies and wireless hubs; bikes, skates, skateboards, etc.; large bags or items which cannot easily be screened by security or fit under a seat (e.g. items with a volume greater than 25 litres or a dimensional size greater than 30cm x 30cm x 25cm); flags and banners larger than 1m x 2m; flags or banners containing any commercial message or symbol;

flags of countries or territories not participating in the Games; any kind of drink or beverage; any kind of glass container; any kind of electronic device which may be deemed a potential nuisance or security risk; animals (other than guide dogs for the visually impaired); folding chairs; any item with a political, religious, racist, discriminatory, defamatory, or xenophobic theme or message which organisers believe may be intended to offend or incite discord; any food other than snack items for personal use or as required for valid medical reasons; tripods or other camera equipment which event staff believe is intended for professional use.

Any spectator or Ticket Holder who is found to be in possession of any of the above items may have the items seized (with no right to have the items returned), and may be required to leave the Venue. The above list represents a summary of restricted items and is subject to change at the discretion of Rio 2016. An updated, detailed list of restricted items can be found at www.rio2016.com.

12.2.3 Notwithstanding the above, spectators and Ticket Holders may, with reasonable discretion, bring to the venue: cigarette lighters or matches for personal use in designated smoking areas; oxygen tanks as required for medical reasons; umbrellas less than 70cm in length (provided they do not have sharp tips); a reasonable quantity of medicine for personal use; baby strollers, carriages or prams (which may be restricted from certain areas within the venue, including the spectator seating area); special drinks and beverages for infants or those with a legitimate medical need; empty plastic refillable bottles; creams, lotions, gels, or similar provided that they are for personal use and in containers smaller than 200ml.

12.2.4 In the event that a spectator or Ticket Holder is removed from or required to leave the Venue for bringing into the venue an item deemed to be prohibited or restricted, neither the Ticket Holder nor Purchaser will be entitled to any refund.

12.3 **Forbidden Behaviour**

12.3.1 Any behaviour by a Ticket Holder that, in Rio 2016's view, creates a dangerous situation, puts at risk an individual's personal security, is against public order, interferes in any way with the orderly execution of a Session or disrupts the enjoyment of a Session is forbidden and may result in a refusal of admission to or removal from the Venue without refund.

12.3.2 The following is an illustrative list of prohibited and restricted behaviour within any Venue, and is subject to change at the discretion of Rio 2016: fighting; public drunkenness; smoking; gambling; unauthorised money collection; any activity related to marketing or advertising (including, for the avoidance of doubt, individual or group ambush marketing); activity or protest related to unions, political or religious subjects; sale of goods by unauthorised individuals or in unauthorised places (booths, mobile fast food restaurants, refreshment areas, etc.); unauthorised Ticket sales; unauthorised transmissions and/or recording through mobile telephones or other instruments (video cameras, tape recorders, etc.); entry of unauthorised journalists/reporters with taping or recording equipment and/or video cameras; flash photography; attempting to access restricted areas; requesting money or other goods without authorisation (for example, musicians or singers at the entrance to or in the Venue, charity collectors, beggars); standing on seats; opening of umbrellas within the spectator seating area or otherwise obstructing the view of other spectators; interfering with the operation of a Session; disturbing other spectators' enjoyment of a Session; disrupting the comfort or safety of other Ticket Holders and any other activity that Rio 2016 deems dangerous or inappropriate.

12.4 **Security inspections**

12.4.1 Rio 2016 may conduct security searches to ensure safety at a Session.

12.4.2 A Ticket Holder who rejects a security search or refuses to comply with rules and security notices published by Rio 2016 will be required immediately to leave the Venue, and neither the Ticket Holder nor the Purchaser shall be entitled to a refund.

12.5 **Prompt attendance**

Each Ticket Holder should allow sufficient time before the commencement of a Session to access the Venue. A Ticket Holder must make a reasonable effort to verify their session schedule, allowing time for security check and to make their way to the Venue. A Ticket Holder arriving after the commencement of a Session may be required to wait for an appropriate break in a Session before being granted access to his or her Ticketed seat.

12.6 **Filming, photography and taping**

12.6.1 Ticket Holders consent to being photographed, filmed or taped, by Rio 2016, by the IOC, by the IPC, or by third parties appointed and/or authorised by them.

12.6.2 Rio 2016, the IOC, the IPC or third parties appointed and/or authorised by them shall, without requirement of the payment of money or other form of consideration, have the right to broadcast, publish, license and use any such photographs, films, recordings or images of a Ticket Holder in perpetuity.

12.6.3 Ticket Holders may capture, record and/or transmit still images and/or data taken within venues including by sharing such still images and/or data on social media and the internet provided such capture, recording or transmission is made solely for personal, private, non-commercial and non-promotional purposes.

12.6.4 Ticket Holders may capture, record and/or transmit audio or video taken from venues, solely for personal, private, non-commercial and non-promotional purposes, with the exclusion of licensing, broadcasting and/or publishing any such video and/or sound recordings including on social media and the internet.

13. **General**

13.1 The terms and conditions of this Agreement shall not affect a Person's statutory rights as a consumer.

13.2 Any information requests relating to a Ticket should be addressed to the relevant customer service centre, the contact details of which can be found at rio2016.com or from the Authorised Ticket Source from whom the Ticket was obtained.

13.3 If Rio 2016 delays or fails to enforce any of these Terms and Conditions it shall not mean that Rio 2016 has waived its right to do so at any subsequent time.

13.4 If any of the terms and conditions of this Agreement cannot be enforced for any reason, this shall not prevent the remaining provisions of this Agreement from continuing to apply.

13.5 The terms and conditions of this Agreement constitute the entire Agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to this Agreement which is not already set out in these terms and conditions.

13.6 This Agreement been drafted in Portuguese and translated to English. Translations of the Agreement to other languages may be made by Authorised Ticket Sources. In the event of any discrepancy between the Portuguese and a translated version of this Agreement, the Portuguese

translation shall prevail.

- 13.7 The terms and conditions of this Agreement are governed by Brazilian Law and any disputes arising out of any interaction with Rio 2016 are subject to the exclusive jurisdiction of the Brazilian Courts.