

## Vancouver 2010 Ticketing Update

Dear Valued Customers,

CoSport is pleased to provide you with a service update regarding the Vancouver 2010 Ticketing Program. Please review the information below.

### Individual Ticket Sales

Phase 2 Ticket Sales on the CoSport website will commence on Thursday, May 14<sup>th</sup> 2009 at approximately 2:00 pm (14:00) Eastern Standard Time in the United States. There is a very high demand for individual tickets and they will be available for purchase on a first-come, first serve basis. Tickets will remain on sale until they are SOLD OUT.

Please note the following important points:

- In order to access the sales area of the CoSport website on Thursday, May 14<sup>th</sup> 2009, you must first login to your CoSport Account with your email address and password.
- Only individuals that have already created an account on the CoSport website before 9:00am EST on Thursday, May 14<sup>th</sup> 2009 will be able to participate in the next sales phase. To create an account please click on the following link: <http://www.cosport.com/country.aspx>
- The CoSport website will be shutdown two (2) hours before Phase 2 sales begins in order to update the ticket inventory.
- There will be a variety of high demand sessions available on a first-come, first serve basis.
- CoSport will not announce ahead of the sale commencement what specific events tickets or how many will be available.
- All ticket sales will be conducted directly at [www.cosport.com](http://www.cosport.com). We are not able to take ticket orders via phone, fax or email.
- Only Residents of Australia, Austria, Bulgaria, Sweden, United States, countries within the European Union and European Economic Zone will be able to purchase individual tickets for use during the Games through CoSport.
- Payment by Credit Card only (Visa is the Official Credit Card of the Vancouver 2010 Olympic Winter Games).
- All sales are final.
- Customers will be able to purchase **48 tickets in total, per account**. There will be quantity limitations per session.
- Shipping is optional for an additional charge.
- Please review the Terms and Conditions and Need to Know before purchasing tickets.
- While we have taken all measures to prevent this, due to the high volume of transactions you may experience delays when browsing the website or processing your order. Please be patient and try again if you experience technical difficulties.

### **Tickets and Hospitality Pass Packages**

CoSport will continue to offer Tickets and Hospitality Pass Packages (THPP) on our website. These packages include access to our downtown hospitality center, as well as access to the Victory Ceremony celebrations. Please review our website for more details and to purchase a package.

### **Hospitality Packages**

CoSport recently added additional hospitality packages offerings that include tickets to Figure Skating. Please review our website for more details and to purchase a package.

### **Accommodation Only Sales**

As an added convenience for our customers, Accommodations Only in Vancouver are now available through our website. Please visit our website for more information and to purchase accommodation in Vancouver only.

### **Competition Schedule Changes**

There have been minor changes to the competition schedule. Please check our website for the most up-to-date schedule and plan accordingly.

### **Ice Hockey Draw Announcement**

The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) recently posted the ice hockey competition schedule. You can view the Vancouver 2010 Olympic Winter Games Competition Schedule, please click on the following link:

<http://www.vancouver2010.com/dl/00/44/31/-/44312/prop=data/o1kl3j/44312.pdf>

For information about how the men's and women's Ice Hockey schedule is determined, please read below:

### **How is the schedule determined?**

- 1) The International Ice Hockey Federation (IIHF) determines the competition format for the Olympic Winter Games ice hockey tournament.
- 2) The 12 competing teams qualify for the Olympic Winter Games through the IIHF's Qualification Principles.
- 3) Once all teams are qualified, the IIHF, in conjunction with broadcasters and the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC), develops the tournament schedule outlining which teams play on which dates (\*the schedule is confirmed once the participating hockey federations have approved the proposed schedule. *Please note that although changes are not anticipated, confirmation of the proposed schedule is expected by June 2009.*)

Now that the competition schedule has been published, if you wish to purchase tickets to watch a specific team, you can do so from the available inventory of tickets. Tickets already purchased cannot be cancelled or exchanged.



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### **Victory Ceremony Tickets**

Victory Ceremony tickets will not be available during Phase 2. We will not accept requests and reserve the right to offer them at a later date or onsite in Vancouver.

### **Transportation**

Transportation plans are still being finalized by VANOC. Please continue to check our website and VANOC's for updates.

Please contact CoSport if you have any questions or problems with the above procedure at [cosport@cosport.com](mailto:cosport@cosport.com) or at one of our offices below:

#### **North America:**

Telephone (from within the US or Canada) - Toll Free: 1-877-45 RINGS (+1-877-457-4647)  
From outside the US: +1-908-326-2660. Fax: +1 908-234-0270.  
Hours: Monday to Friday - 9:00am to 6:00pm EST

#### **Europe**

Telephone: +43 (1) 713-3534.  
Hours: Monday to Friday - 9:00am to 5:00pm (Austria time)

#### **Australia**

Telephone: +61 (0) 2 9241-5500.  
Hours: Monday to Friday - 9:00am to 5:00pm (Sydney time)

We look forward to seeing you in Vancouver in February 2010.

Sincerely,

Adam Wixted  
Director of Ticketing

