**Ticketing Questions**

**1. I’m in the US armed forces in Korea. Why can’t I access your website?**

- US Armed Forces personnel must purchase tickets through the United States’ ATR.

\*ATR List (<https://tickets.pyeongchang2018.com/atr>)

However, if you are off-base military personnel and have an alien registration number, you will be able to purchase tickets through the official website.

(<https://ticktets.pyeongchang2018.com>)

**2. I am a USFK/diplomat living in Korea and do not have an alien registration number. How can I purchase tickets?**

- To purchase tickets in Korea, an alien registration number is required for verification. If you do not have alien registration number:

1. Please contact the ATR of your home country. (https://tickets/pyeongchang 2018.com/ATR)

2. If your country does not have an ATR assigned yet:

-Please kindly be informed that your country’s National Olympic Committee (NOC) may be in the process of appointing an ATR so please check back on our website at a later date.

- If your country’s National Olympic Committee decides not to appoint an ATR and does not opt to handle ticket sales themselves, you may purchase tickets from PyeongChang 2018’s website starting at the end of this year when it offers remaining Games tickets directly to all spectators worldwide.

3. Even if you are exempt from alien registration, you may apply for registration at the immigration office for your area of residence. For more information, please contact the Immigration Bureau.

**3. I am a USFK/diplomat living in Korea and do not have an alien registration number. How can I purchase tickets?**

- To purchase tickets in Korea, an alien registration number is required for verification. If you do not have alien registration number:

1. Please contact the ATR of your home country. (https://tickets/pyeongchang 2018.com/ATR)

2. If your country does not have an ATR assigned yet:

-Please kindly be informed that your country’s National Olympic Committee (NOC) may be in the process of appointing an ATR so please check back on our website at a later date.

- If your country’s National Olympic Committee decides not to appoint an ATR and does not opt to handle ticket sales themselves, you may purchase tickets from PyeongChang 2018’s website starting at the end of this year when it offers remaining Games tickets directly to all spectators worldwide.

3. Even if you are exempt from alien registration, you may apply for registration at the immigration office for your area of residence. For more information, please contact the Immigration Bureau.

**4. How are the high-demand sessions selected?**

-High-demand sessions are selected by applying the results of domestic and oversea market surveys on intent to attend the sessions. Also, session dates, times, venue accessibility, and historical popularity of the sports and expected demand for the event compared to the venue capacity were taken into consideration.

High Demand Sessions- The opening Ceremony, the Closing Ceremony, Figure Skating (all sessions), Short Track Speed Skating (all sessions), Speed Skating (all sessions except for 10,000m), Ice Hockey (Men’s semifinals, final and Women’s final), and Ski Jumping ( final match) are high demand sessions.

**5. I am an American living in Korea. I have been through a “foreigner” certification process, but I have been asked to request tickets from the United States.**

-If you are seeing the message to purchase tickets in your country after verifying your alien registration number, it might be due to your IP address.

USFK bases and the US Embassy use IP addresses from the United States.

If you are working in one of these places, please try to apply using a computer that is not connected to their network.

**6. I am foreigner living in Korea. I am having difficulty on certification process. Please help.**

- Please follow these steps to complete the certification process:

1. When you see the authentication page, click Foreigners

2. Input your name as it is written in your registration card

3. Input your alien registration number

4. Click the ‘I Agree…’ check box

5. Click Certification.

-If you have ARC (alien registration card) but cannot go through verification, please check the following:

1. Input your name as it is written on the ARC

2. Input your name in capital letter

3. If the site says you should request tickets through the US, it is due to your IP address. USFK bases and the US Embassy uses IP addresses from the United States. If you are working in one of these places, please try to apply using a computer that is not connected to their network.

**7. My country’s ATR says it does not have any tickets available for the session I want to attend. Should I wait until online general sales phase to purchase tickets?**

-The ticket inventory that an ATR has for resale may change over time with the addition of mare tickets. We therefore encourage you to let your ATR know that you are still looking for specific tickets and check back with your ATR periodically for availability of the session you wish to attend.

If your country’s National Olympic Committee decides not to appoint an ATR and does not opt to handle ticket sales themselves, you can purchase ticket on this website from 2017.10.10 until the end of Games real-time, first-come first-serve basis.

As there may be many sessions for which a ticket may no longer be available then, we cannot guarantee availability for a specific session.

It is therefore best in the meantime to keep checking with your ATR for the sessions you seek, and to also consider tickets for other sessions that your ATR has available so you may have earlier certainty to plan your trip to enjoy our Games.

**8. Are tickets re-issued if I lose them?**

-If you lose your tickets, they will not be re-issued under any circumstances. Please take care to not lose or damage your tickets.

**9. Can I resell (Fan-to Fan) my tickets to others?**

- If you wish to resell your tickets to other people, you can do it only through Fan-to-Fan portal (will be opened at end of October, 2017) provided by the Organizing Committee.

Fan-to-Fan ensures safe transaction between individuals.

If you purchase tickets other than the way authorized by the Organizing Committee, there is a possibility that the ticket is counterfeit and your access to the stadium might be restricted.

You can only trade ticket purchased online on Fan-to-Fan.

Ticket purchased at Main Ticket Center (Seoul City Hall, Gangwon Provincial Hall, Gangneung City Hall) and outlets (Gimpo, Incheon Airport / 19 KTX stations\*) from 6 November 2017.

\*19 KTX stations (Seoul, Yongsan, Yeongdeungpo, Suwon, Cheongnyngni, Donghae, Jecheon, Daejeon, Cheonan-Asan, Iksan, Gwangju Songjeong, Mokpo, Suncheon, Yeosu, Yeongju, Busan, Ulsan, Dongdaeju, Masan)

**10. If I purchase my tickets from an Authorised Ticket Reseller (ATR), can I collect from PyeongChang 2018 ticket box office?**

-No. If you purchase tickets from an ATR, you cannot collect them from ticket box offices.

Please note that you will need to receive them from your ATR.

**11. What is the reason for the high prices charged by my country’s ATR?**

- As each ATR sets their prices according to strict guidelines, and the prices must be approved by PyeongChang 2018 considering adherence to the following rules:

-The ATR may apply a 20% mark-up on the original face value of the ticket with the amount capped at a maximum equivalent of 100.000 KRW.

- Considering that ATRs must purchase their tickets for resale in advance and make payments to PyeongChang 2018 in different instalments on different dates, PyeongChang fairly permits the ATRs to apply the current exchange rate or a forward exchange rate, which may differ from the actual exchange rate.

- The only other permitted charge is a fair shipping charge if the tickets are not picked up in person.

Etc, Refer to the published list of ATR rules posted on our website in the ATR list section.

<https://tickets.pyeongchang2018.com/ATR>

**12. Can I give the ticket to a friend (domestic or foreign)?**

-If you are not residing in Korea, you have to purchase through ATR.

You can give tickets for your friends without a cost. However, please mind the following:

1. Name of purchaser will be printed on the ticket.

2. If session is cancelled, only purchaser can get refund.

3. If the ticket is involved in ticket fraud (unauthorized ticket sales) or promotion

**13. I cannot access parts of the website. Are some features not yet available?**

- The PyeongChang 2018 Ticketing Website it available to residents in the Republic of Korea.

(<https://tickets.pyeongchang2018.com>)

-People overseas may purchase tickets through an Authorised Ticket Reseller (ATR).

Please refer to the link below for the list of ATRs.

(https://tickets.pyeongchange2018.com/atr)

**14. Is there an age restriction for ticket purchase?**

-Yes. Anyone 14 or over can purchase tickets, but if you are under 19 years old, you need approval from your legal guardian in order to purchase tickets.

Also infants 24 months old or younger (born on or after February 2, 2016) should be accompanied by parents to enter the stadium. They can enter the stadium for free with their parents, but no separate seats will be provided for them.

If you are holding discount ticket, please present document to verify eligibility of discount.

Should you fail to prove to be eligible of discount, you have to pay remainder value of ticket. Failure to comply will result in refusal of admittance and with not be refunded.

eongchange2018.com/atr)