

The Playbook - Frequently asked questions

June 2021

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#	Journey stage	Chapter	Topic	Question	Answer
1	General	Playbooks	Application of rules	Who developed the countermeasures outlined in the Playbooks?	The countermeasures have been developed jointly by Tokyo 2020, the IOC and the IPC in close collaboration with the Government of Japan and the Tokyo Metropolitan Government (TMG). They are also based on the extensive work of the All Partners Task Force and collaborations with scientific experts and organisations from across the world.
2	General	Playbooks	Application of rules	What are the Playbooks designed to do?	The Playbooks are the basis of our game plan to ensure all Olympic and Paralympic Games participants and the people of Japan stay safe and healthy this summer.
3	General	Playbooks	Application of rules	When do the rules in the Playbooks come into effect?	As outlined in the Playbook, rules apply in the 14 days before you travel, during your journey, throughout your time in Japan and until your arrival at home – including wearing a face mask at all times, washing your hands and using hand sanitiser regularly. This Playbook describes the measures for entry to Japan from 1 July – some countermeasures (for example, screening testing) and services (for example, Games transport) will be different before 1 July. Please contact your CLO if you have any questions.
4	General	Playbooks	Application of rules	How do the Playbook rules apply for training periods (official/unofficial), test events, site visits, etc.?	COVID-19 countermeasures will be in place for training periods, test events, etc., in order to run them safely and successfully. They will also provide learning opportunities so that measures can be adjusted if necessary for the Games. Please consult with the relevant Tokyo 2020 Functional Area for more information about the specific rules.
5	General	Playbooks	Application of rules	What kind of countermeasures will be in place at Pre-Games training camps/host towns?	At Pre-Games Training Camps and in host towns, the same measures as outlined in the Playbook will apply. However, it is important that you also read and understand the host town's Reception Manual, which will set out further local measures. It is available in six languages.
6	General	Playbooks	Application of rules	Which Playbook rules apply to residents of Japan?	Before the Games, Games participants residing in Japan must continue to follow the countermeasures that are already in place in Japan. Fourteen days before their Games role begins, additional countermeasures apply: they will download the COCOA and OCHA apps, monitor their health, minimise their physical contact with others and adhere to countermeasures on public transport. In addition, they may be asked to take a COVID-19 test before their Games role begins. During the Games, they have to follow the same rules that apply to all other Games participants as outlined in the Playbook, 'At the Games' section.
7	General	Playbooks	Application of rules	When will more information about health monitoring for residents of Japan be available?	Following release of version three of the Playbook, your Tokyo 2020 Functional Area will contact you with more information about health monitoring for residents of Japan.
8	General	Playbooks	Application of rules	Which Playbook rules apply to volunteers and local workforce?	Each Playbook includes a chapter that outlines the rules applicable to residents of Japan (see 'Residents of Japan'). For rules applicable to local workforce, please refer to the relevant chapters of the Playbook for Workforce. For rules applicable to volunteers, please refer to the guidelines of COVID-19 countermeasures for Fieldcasts, planned to be shared by Tokyo 2020.
9	General	Playbooks	Application of rules	Will there be a Playbook for spectators and when will it be published?	There will not be a Playbook for spectators. However, relevant information will be provided in the spectator guides; these are planned to be published by the end of June, after the decision on the upper limit of spectators is made and communicated.

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10	General	Playbooks	Compliance and consequences	Considering the number of people at Games-time, how can you ensure the compliance with all the measures?	<p>We count on every participant attending the Games to take responsibility for respecting all measures and thus contribute to the staging of safe Games. Continuous information, education and support regarding these measures and their implementation will be provided, including before travelling to Japan. Each participant has a COVID-19 Liaison Officer (CLO), appointed to support participants at every stage and regularly collaborate with Tokyo 2020.</p> <p>Participants are encouraged to tell their CLO or Responsible Organisation (RO) if they see anyone not complying with a countermeasure.</p> <p>There will be strict consequences for non-compliance with any of the rules – see 'Further information – Compliance and consequences'.</p>
11	General	Playbooks	Compliance and consequences	What are the consequences for not complying with the Playbook?	<p>Non-respect of the rules contained in this Playbook may expose you to consequences that may have an impact on your participation in the Olympic and Paralympic Games, your access to Games venues and, in some cases, on your participation in competitions. Failure to comply with these rules, such as the refusal to take a test without compelling justifications, may result in disciplinary consequences. These disciplinary consequences may be imposed by the competent Japanese authorities, the IOC (for the Olympic Games), IPC (for the Paralympic Games) and/or your organisation in accordance with their respective rules and regulations.</p> <p>For more information on possible infringements, please refer to 'Further information – Compliance and consequences' within the Playbook</p>
12	General	Playbooks	Compliance and consequences	What is the monitoring and reporting process for Playbook infringements?	<p>The existing processes in place to monitor and report behaviour that would lead to potential disciplinary consequences are being adapted to potential Playbook infringements. An investigation may be conducted after an initial review to determine the facts of the alleged infringement and whether further action is needed.</p>
13	General	Playbooks	Compliance and consequences	Who decides how a Games participant will be sanctioned in case of a rule breach? Will there be a hearing panel?	<p>The respect of the Playbooks and countermeasures is the responsibility of all participants and ROs involved in the Games. These organisations have close connections with participants and are well positioned to handle disciplinary cases in a suitable manner. Should an alleged infringement be not resolved by the relevant RO or not resolved satisfactorily, formal proceedings may be conducted to take all appropriate measures. In the case of the Olympic Games, these formal proceedings will be under the authority of the IOC Disciplinary Commission.</p>
14	General	Playbooks	Compliance and consequences	Who will cover any costs incurred due to non-compliance with the Playbook?	<p>You may face financial sanctions if you do not comply with the Playbook. There may also be administrative fines if you breach Japanese authorities' instructions on quarantine.</p>
15	General	Playbooks	COVID-19 Liaison Officer	What is the role of Covid Liaison Officers (CLOs)?	<p>CLOs will be the main point of contact and support for participants for all COVID-19 matters before and during the Games. For example, they will help with the creation of Activity Plans, use of required smartphone apps and screening testing arrangements.</p>
16	General	Playbooks	COVID-19 Liaison Officer	When and how will the CLOs be trained?	<p>CLO training is underway; please get in touch with your Tokyo 2020 Functional Area if you have any questions.</p>
17	General	Playbooks	COVID-19 Liaison Officer	Do CLOs have to be on site in Japan throughout the entire stay of their delegation?	<p>Yes, CLOs or an assistant CLO must be on site in Japan throughout the entire stay of their delegation.</p>
18	General	Playbooks	COVID-19 Liaison Officer	Will CLOs need to stay in Japan after their delegation has left? If so, how long for?	<p>No, your CLO will not have to stay in Japan after the delegation has left.</p>

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19	General	Playbooks	COVID-19 Liaison Officer	Will CLOs be allowed to handle information on behalf of others?	Yes, CLOs will be able to act as designated representatives for the individuals in their delegation and input information on their behalf. Tokyo 2020 has developed a specific system, the Tokyo 2020 Infection Control Support System (Tokyo 2020 ICON), that allows the CLOs of each organisation to access, manage, modify and use information such as documents and health information required for immigration procedures on behalf of each individual.
20	Before You Travel	Test, trace and isolate	Checklist	Can you provide a comprehensive list of what I have to prepare before travelling to Japan?	<ul style="list-style-type: none"> – Read the Playbook and make sure you understand all the rules <p>For your stay in Japan:</p> <ul style="list-style-type: none"> – Have medical treatment and repatriation insurance – Have a thermometer for daily health reporting – Install and register with the Japanese Government’s Online Check-in and Health report App (OCHA) (released at the end of June) - get your access code from the registration website Tokyo 2020 Infection Control Support System (ICON) – Install and register with the Contact Confirming Application (COCOA) – Complete your Activity Plan, in line with the list of permitted destinations, and submit it to your CLO <p>14 days before you travel:</p> <ul style="list-style-type: none"> – Proactively monitor your health. Report the results on OCHA (or on the ‘Questionnaire Web’, if travelling before 1 July) – If you experience any symptoms of COVID-19 in the 14 days before departure, consult with a medical professional and inform your CLO immediately <p>Within 96 hours of your departure:</p> <ul style="list-style-type: none"> – Take two approved COVID-19 tests using the COVID-19 test certificate format designated by Government of Japan – Upload the results to OCHA (PDF only) or bring a hard copy if travelling before 1 July – Do not travel if you test positive <p>Before you travel:</p> <ul style="list-style-type: none"> – Prepare a list of the people you will spend time with regularly while in Japan – Ensure you have in your carry-on luggage: <ul style="list-style-type: none"> – Passport – Pre-Valid Card (PVC (OIAC/PIAC)) – Negative COVID-19 test result certification from test taken within 72 hours of departure, uploaded to OCHA – COVID-19 relevant medical information (for example vaccination status) <p>Have the following documents ready to present to immigration authorities:</p> <ul style="list-style-type: none"> – PVC (OIAC/PIAC) – Negative COVID-19 test certificate uploaded to OCHA – Specific screen of OCHA – Any other additional documents filled out on the airplane/at the airport – The GPS function of your phone set in accordance with immigration procedures – Be ready to take a COVID-19 test <p>If travelling to Japan before 1 July, have the following ready:</p> <ul style="list-style-type: none"> – PVC (OIAC/PIAC) – ‘Written Pledge’ – Negative COVID-19 test certificate – QR code issued on the ‘Questionnaire Web’ – Any other additional documents filled out on the airplane/at the airport – The GPS function of your phone set in accordance with immigration procedures – Be ready to take a COVID-19 test

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21	Before You Travel	Test, trace and isolate	Activity Plan	When and how do I have to submit my Activity Plan?	Work with your CLO to finalise your planned and possible destinations, using the Activity Plan template provided by Tokyo 2020 (https://www.mofa.go.jp/mofaj/toko/index.html). Your CLO will submit your plan to Tokyo 2020 for approval by the Government of Japan (via Tokyo 2020 ICON). Please make sure that your Activity Plan is submitted no later than four weeks before your departure to Japan, to allow time for approval
22	Before You Travel	Test, trace and isolate	Activity Plan	Do I have to submit a detailed schedule for each day of my stay in Japan?	Your Activity Plan must include all planned and possible destinations, restricted to official Games venues and limited additional locations, as defined in the list of permitted destinations. However, it does not need to include detailed daily schedules.
23	Before You Travel	Test, trace and isolate	Activity Plan	Will I be able to change my Activity Plan once it's been submitted?	It will be very difficult to change your Activity Plan once approved. When you create your plan, be as comprehensive as possible to reduce the likelihood of having to add destinations or activities at a later stage. If you still have to make changes to your Activity Plan, you can do so up to three weeks before your arrival in Japan, and re-submit it through your CLO. Any unavoidable changes after this time will need to be coordinated with your Tokyo 2020 Functional Area on a case-by-case basis.
24	Before You Travel	Test, trace and isolate	List of permitted destinations	What is included in the list of permitted destinations?	The list of permitted destinations has been developed in consultation with all stakeholder representatives to ensure it meets everyone's needs while achieving the overall aim of restricting unnecessary physical interaction. Please consult with your Tokyo 2020 Functional Area for any change requests.
25	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Do all delegations have to monitor their health in and take COVID-19 tests before entering Japan?	The journey to the Games outlined in the Playbook starts 14 days before travelling to Japan. During this time, all Games participants are required to take their temperature daily and monitor their health for any COVID-19 symptoms. In the 96 hours before departure, all Games participants must take two COVID-19 tests (on two separate days), or one test within 72 hours of departure if travelling before 1 July. On arrival in Japan, participants will take another COVID-19 test at the airport.
26	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Why do I need to take two COVID-19 tests on two separate days prior to my departure to Japan?	<p>High-frequency testing quickly and effectively controls the spread of COVID-19 and reduces the risk of unidentified false negative tests. Therefore, it was decided to request that you take two COVID-19 tests within 96 hours of your flight to Japan (if you are travelling to Japan before 1 July, only one test taken within 72 hours of departure is needed).</p> <p>Bring both your negative test certificates with you to Japan. The certificate from a test taken within 72 hours of departure will be needed at check-in/to board your flight, otherwise you will not be allowed to board the flight. You will also need to show it at immigration control when you arrive in Japan. If you travel from 1 July onwards, you can upload the certificate of the negative test taken within 72 hours of departure to OCHA before you travel instead of carrying the original hard copy (please note that only PDF files are permitted).</p> <p>Both certificates may also be used during the Games to support decisions in the instance of positive COVID-19 cases and potential close contacts.</p>
27	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	If I'm not taking a direct flight to Japan, what is considered as my departure time?	If you're not taking a direct flight to Japan, the departure time of your first international flight will be considered as your relevant departure time – any domestic flights to the international flight should not be counted.
28	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Who will cover the cost of the COVID-19 test required before I travel to Japan?	The costs of the pre-travel tests will be covered by you or your RO. Please check with your RO if they will cover the costs for your pre-travel tests.

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29	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Is there a template for the negative COVID-19 certificate?	Tokyo 2020 has provided the certificate format designated by the Government of Japan; please ask your test provider to use this template. Alternatively, it will be possible to use other certificates as long as they include all necessary information as specified by the Government of Japan and referenced in the Playbook.
30	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	The provider where I am going to be tested is not issuing a certificate in the designated format. What should I do?	As long as the certificate contains the required information as specified by the Government of Japan it does not have to be in the designated format. Please refer to the Playbook for more information on the requirements of the Government of Japan.
31	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Is all of the information that should be provided on the negative COVID-19 test result certificate mandatory, or can some be waived (as an exception)?	<p>To comply with the requirements of the Government of Japan, please use their designated certificate format, or one which includes the necessary information, as follows: Date of issue, name, passport number, nationality, date of birth, sex, sample type, testing method, test result, test result date, specimen collection date and time, name and address of medical institution, doctor's signature</p> <p>If using a standard certificate from an approved testing provider, and some of the required information is not on the certificate – for example, if it doesn't include a doctor's signature – it can still be accepted. The following information is mandatory: test method, sample, personal information such as name and passport number, and written in English. Other details can be left out as an exception, if respecting a country's legislation. Check with your CLO; if necessary, they will contact the Japanese embassy or consulate in your country to confirm options and whether enough information has been provided.</p>
32	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	If there is no passport number, nationality, date of birth or sex on the test certificate issued by the testing provider, what should I do?	You or the test provider can write the information in the margin of the test certificate.
33	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Can the negative COVID-19 test certificate be written in my native language?	The Government of Japan has a 'Certificate of Testing for COVID-19' template available online in a number of different languages. If you do not use the official template, the certificate must be in English.
34	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Is anyone other than medical institutions/doctors allowed to issue test certificates?	Certain exceptions may be granted by the Government of Japan due to the laws and regulations of countries. Your CLO can contact the Japanese embassy or consulate in your country of departure to find out if this applies to you.
35	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	What evidence is acceptable as a substitute for a seal or signature?	Certain exceptions may be granted by the Government of Japan due to the laws and regulations of countries. Your CLO can contact the Japanese embassy or consulate in your country of departure to find out if this applies to you.
36	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	Is a digital signature acceptable on digital test certificate?	Yes, it is. If in doubt, check with your CLO; if necessary, they will contact the Japanese embassy or consulate in your country to confirm.
37	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	When uploading test certificates onto the health reporting app OCHA, are scanned files of hard copy certificates acceptable, as well as digital certificates in other file formats converted to PDF files?	Yes, they are. Pictures of certificates cannot be accepted; if you do not have a PDF or scanned file please bring the hard copy of your test certificate.
38	Before You Travel	Test, trace and isolate	Testing prior to departure to Japan	If I want to register an individual branch of a chain testing provider in the list of approved testing providers, do I have to register this specific branch/address?	If you take your COVID-19 test with a chain testing provider, you do not have to register each branch's address, provided you can obtain a certificate that meets the conditions of the Government of Japan.

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39	Before you travel	Test, trace and isolate	Country entry requirements	Do I need the 'Written Pledge' if I'm using OCHA?	<p>All participants are required to use OCHA (available to use from the end of June). As well as being used for health monitoring, OCHA provides proof that you are a Tokyo 2020 Games participant and that your Activity Plan has been approved by the Government of Japan. It is an alternative to the 'Written Pledge'.</p> <p>If you are not able to use OCHA, either because you are travelling before it is released or due to technical difficulties, you will need the Written Pledge to enter Japan; ask your CLO to obtain it from Tokyo 2020.</p>
40	Before You Travel	Test, trace and isolate	Country entry requirements	What happens if I do not receive my Pre-Valid Card (PVC) before leaving for Japan (for example due to change of accreditation)?	In the exceptional case that your PVC has not arrived five days before your departure, contact the Tokyo 2020 PVC Support Desk via your CLO, who will obtain an invitation letter for you use for entry
41	Before You Travel	Hygiene	Face masks	Are there guidelines on face mask branding?	<p>Face masks are a hygiene item required to prevent the spread of COVID-19 – they should not be considered as branding opportunities, fashion items or part of a uniform. Standard commonly-available surgical masks can be worn (in accordance with the Playbook/World Health Organization guidelines).</p> <p>If accredited workforce produce their own masks, they must comply with the relevant medical and other technical specifications. The masks should be a single colour and must not display any slogans, manufacturer identifications or commercial branding.</p>
42	Before You Travel	Hygiene	Face masks	Will there be sufficient supplies of face masks and hand sanitiser available to buy when in Japan?	You need to make sure you have access to enough masks to last throughout your stay in Japan; your RO is responsible for providing them for you. Please check with your CLO to ensure you have access to masks for the duration of the Games and consult World Health Organization guidelines, as referenced in the Playbook.
43	Entering Japan	Test, trace and isolate	Country entry requirements	Will I need to show the original of my negative COVID-19 test certificate on arrival to Japan?	On arrival in Japan, you will need to show the negative COVID-19 test result from the test taken with 72 hours of departure. This can either be as a hard copy or showing it uploaded to OCHA on your phone (PDF only). We recommend that you do both – upload it to OCHA and carry the hard copy with you.
44	Entering Japan	Test, trace and isolate	Country entry requirements	Is the 'Test, trace and isolate' process when entering Japan the same at all Japanese airports?	Yes, it is.
45	Entering Japan	Test, trace and isolate	Testing at the airport	Where will COVID-19 tests be administered on arrival in Japan? How soon will the results come through? If travelling in a group, will the whole group have to wait at the airport to receive results before travelling on to our destination?	<p>On arrival, saliva antigen COVID-19 tests will be performed in the airport terminal, after disembarking the aircraft. Participants (other than athletes/technical officials) will need to wait for the result before proceeding to immigration and the baggage hall.</p> <p>For more details, refer to 'Further Information – Getting tested at the Games'.</p>
46	Entering Japan	Test, trace and isolate	Testing at the airport	What will the arrivals process at the airport in Japan look like, e.g. disembarkation of aircraft, document verification, temperature check, waiting areas etc.?	Please refer to 'Entering Japan' and 'Further Information – Getting tested at the Games' for detailed descriptions.
47	Entering Japan	Test, trace and isolate	Isolation	If I test positive for COVID-19 while at a Pre-Games Training Camp/host town and have to isolate in a specified facility, who pays for the cost of accommodation during the isolation period?	Your insurance will cover the costs incurred from a positive COVID-19 test result, so you will not need to bear the cost for COVID-19 treatments. You will need to pay for daily necessities such as towels, etc. The exact cost will be determined by the accommodation facility you will be staying in, so please consult with the accommodation manager for more details.

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48	Entering Japan	Country entry		If I arrive in Japan before 1 July, how long will I have to quarantine for?	<p>If you arrive before 1 July, you will need to quarantine at your accommodation for three days. Please note that the arrival day is counted as 'day 0'.</p> <p>However, Games participants with essential Games-related roles will have permission to perform their activities during these three days, if:</p> <ul style="list-style-type: none"> – You test negative for COVID-19 every day; and – You operate under a higher level of supervision by Tokyo 2020.
49	Entering Japan	Test, trace and isolate	Quarantine upon arrival	If I arrive in Japan after 1 July, will I have to quarantine on arrival?	<p>All Games participants arriving after 1 July will be considered as essential to the Games and will be allowed to perform their Games-related activities during these three days, provided that:</p> <ul style="list-style-type: none"> – You test negative for COVID-19 every day; and – You operate under a higher level of supervision by Tokyo 2020.
50	Entering Japan	Test, trace and isolate	Quarantine upon arrival	In connection to whether or not I will need to quarantine, how are 'Games-related essential activities' defined? What does 'under a higher level of supervision' mean?	<p>From 1 July, every Games participant arriving in Japan will be considered essential to the Games. In the lead up to 1 July, the decision will be made on a case-by-case basis according to the nature of the activity.</p> <p>A higher level of supervision by Tokyo 2020 may involve use of GPS data to confirm your movements or direct supervision where necessary.</p>
51	Entering Japan	Test, trace and isolate	Quarantine upon arrival	Does the exemption to the three-day quarantine period on arrival apply to transferable participants?	<p>From 1 July, transferrable participants will also be allowed to perform Games-related activities as of day 1.</p>
52	At the Games	Test, trace and isolate	Temperature checks	What are the procedures and locations of temperature checks?	<p>In principle, you will have your temperature checked every time you enter a Games venue. The only exception is if you are an athlete or an official; in this case you will not need a temperature check before entering a Games venue, as you will be monitoring your health and in principle getting tested for COVID-19 daily.</p>
53	At the Games	Test, trace and isolate	Testing	How often will I be tested for COVID-19?	<p>In addition to the tests taken before departure and upon arrival in Japan, all Games participants will be tested daily for three days after arrival.</p> <p>After the first three days and throughout your stay in Japan, you will be tested regularly according to the operational nature of your role and level of contact with athletes:</p> <ul style="list-style-type: none"> – If you have regular contact with athletes, in principle you will be tested daily – If you have some contact with athletes, you will be tested at least every four days – If you have limited or no contact with athletes, you will be tested every seven days <p>For more detail, refer to the Playbook for an overview on 'Frequency of testing'.</p>

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54	At the Games	Test, trace and isolate	Testing	Where, when and how will regular screening testing be conducted?	<p><u>Athletes and officials:</u></p> <ol style="list-style-type: none"> 1) Your CLO will give you saliva containers which have a barcode assigned to identify the samples as yours 2) At the designated time, provide your saliva sample under the supervision of your CLO, Deputy CLO, CLO Assistants or one of your peers 3) Do not eat, drink, smoke, brush your teeth or use mouthwash within 30 minutes of providing your saliva sample 4) Your CLO will submit your sample at a designated location and time agreed with Tokyo 2020 (09:00 or 18:00) 5) Sample collection sites for CLOs will be set up in the Olympic and Paralympic Village, Satellite Villages, selected other accommodation managed by Tokyo 2020 and selected competition venues (list will be provided by Tokyo 2020) 6) Samples will be transferred to a laboratory for testing. The initial test will be quantitative saliva antigen. If the results of the first test are unclear or positive, a saliva PCR test will be conducted from the same sample of saliva 7) You will be given a deadline by which your test results will be processed, which will depend on the time of day the test is taken 8) The processing time is expected to be 12 hours and the result will be known at a designated time (06:00 and 21:00, TBC) 9) If you do not receive a notification from your CLO by the designated time, your result was negative <p><u>All other stakeholders:</u></p> <ol style="list-style-type: none"> 1) Provide your saliva in the sample containers received from your CLO, under the supervision of your CLO, Deputy CLO, CLO Assistants or one of your peers 2) Do not eat, drink, smoke, brush your teeth or use mouthwash within 30 minutes of providing your saliva sample 3) Link the barcode stickers on your sample containers to your accreditation, using the web link provided by your CLO 4) Give the container to your CLO or submit it directly to a sample collection site, by the agreed deadline (10:00 or 19:00, TBC) 5) Collection site locations include competition venues, the Olympic and Paralympic Village, IBC/MPC, Olympic Family/Paralympic Family Hotel and Harumi Triton. The full list will be provided by your CLO, along with daily deadlines for submitting your sample, and opening and closing times 6) Samples will be transferred to a laboratory for testing. The initial test will be quantitative saliva antigen. If the results of the first test are unclear or positive, a saliva PCR test will be conducted from the same sample of saliva 7) You will be given a deadline by which your test results will be processed, which will depend on the time of day the test is taken. The processing time is expected to be 24 hours 8) Your CLO will be able to access the results at the designated time 9) If you do not receive a notification from your CLO by the designated time, your result was negative
55	At the Games	Test, trace and isolate	Testing	What constitutes a confirmed positive case?	<p>To keep false positives to a minimum, a thorough test confirmation process will take place.</p> <p>Athletes and officials will go through three tests: If the first saliva antigen test result is positive or unclear, a saliva PCR test will be carried out on the same saliva sample. If the saliva PCR test is also positive or unclear, they will be asked to return for a confirmatory nasopharyngeal PCR test.</p> <p>All other Games participants will go through two tests: If the first test, a saliva PCR test, is positive or unclear, they will also be asked to return for a confirmatory nasopharyngeal PCR test.</p> <p>If a nasopharyngeal PCR test is positive, the person will be confirmed as a positive case.</p>
56	At the Games	Test, trace and isolate	Testing	Where will confirmatory nasopharyngeal PCR tests take place?	<p>If you need to return for a confirmatory nasopharyngeal PCR test, your CLO will indicate to which medical facility you will have to go.</p>
57	At the Games	Test, trace and isolate	Testing	Who will cover the costs for isolation, extended accommodation or even hospital costs, in case of need for isolation due to positive test?	<p>All costs related to medical practice for COVID-19 in Japan are covered by the public expense, you do not have to pay.</p>

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58	At the Games	Test, trace and isolate	RAEG	Who are the RAEG group and what is their role?	The Results Advisory Expert Group (RAEG) is made up of public health specialists both from Japan and internationally, expert virologist(s) and representatives from the IOC and Tokyo 2020. They are developing the protocols for interpreting the results of screening tests. This group may be called upon for analysis of complex cases, they may provide expert advice to support the Tokyo Infectious Diseases Control Centre (IDCC), and input in complex cases, including management of close contacts.
59	At the Games	Test, trace and isolate	RAEG	How long will it take for advice from the RAEG to come through?	The RAEG will make a decision within six hours of a screening test result.
60	At the Games	Test, trace and isolate	Isolation	If I have a confirmed positive result for COVID-19, where will I have to isolate, and for how long?	If you have a confirmed positive COVID-19 test result, the location and length of the isolation period will be determined by the Japanese health authorities, depending on the severity and symptoms of the infection.
61	At the Games	Test, trace and isolate	Isolation	What will the COVID-19 isolation facilities be like?	Isolation facilities will be managed and operated by Tokyo 2020. They will be a general business hotel. <ul style="list-style-type: none"> – A dedicated vehicle will be organised to take you there – A solution will be in place for those with accessibility requirements – There will be personnel at the facility throughout the day who will monitor your health. Consult with them if you have any concerns – Meals will be provided three times a day – Free WiFi will be available and you will be able to keep in touch with your CLO and team – Your team will be allowed to bring you things. However raw food, alcohol, cigarettes and dangerous objects etc. are prohibited. Smoking and drinking alcohol during your recuperation period will be strictly prohibited – You will not be allowed to go outside the hotel – The location and length of your isolation period will be determined by the Japanese health authorities, depending on the severity and symptoms of your infection
62	At the Games	Test, trace and isolate	Isolation	If I test positive for COVID-19 and have to isolate in a specified facility, who pays for the cost of accommodation during the isolation period?	The accommodation costs for isolation will be covered by the Government of Japan.
63	At the Games	Test, trace and isolate	Isolation	Should I have a confirmed positive result for COVID-19, I will need to isolate until discharged. What are the discharge guidelines in Japan?	The Japanese Ministry of Health, Labor and Welfare (MHLW)'s Criteria for Discharge as of May 2021 is as follows: <u>For patients with symptoms</u> (1) Discharge is possible 10 days after the date of onset and 72 hours after the resolution of symptoms. (2) Discharge is possible 24 hours after the resolution of symptoms if the patient has tested negative for the PCR test twice with at least 24 hours between tests. <u>For asymptomatic pathogen carriers</u> (1) Discharge is possible 10 days after the day of sampling. (2) Discharge is possible 6 days after the day of sampling if the patient has tested negative for the PCR test twice with at least 24 hours between tests.
64	At the Games	Test, trace and isolate	Close contacts	How are close contacts defined?	Close contacts are those who have prolonged contact (for 15 minutes or more) with a person who has a confirmed positive COVID-19 test, within one metre, without wearing a face mask. This is particularly applicable when such contact happens in enclosed spaces such as hotel rooms or vehicles.
65	At the Games	Test, trace and isolate	Close contacts	If I am notified by an app that I was in close contact with an infected person, what do I do?	Let your CLO know immediately. They will tell you what happens next and the subsequent measures to take.
66	At the Games	Test, trace and isolate	Close contacts	If one member of a team is positive, will the entire team be required to isolate?	The definition of close contacts will apply, and every avenue will be explored to ensure that health and safety remain a key priority. In many cases, the entire team will not be required to isolate.

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67	At the Games	Test, trace and isolate	Close contacts	What is the process for close contacts to return to competition or continue their roles?	If you are an athlete or official and have been identified as a close contact, you can still be allowed to compete and/or continue your role under certain criteria: – Negative daily nasopharyngeal PCR test result, for a period to be recommended by the RAEG – A positive assessment of your medical situation by the RAEG, which may take into account medical history, confirmed by the Japanese health authorities – Agreement from your IF
68	At the Games	Test, trace and isolate	Vaccination	Is COVID-19 vaccination mandatory and available in Japan? Is there a preferred or recommended vaccine?	Vaccinations will not be mandatory to enter Japan or to compete in the Olympic Games. Vaccinations are encouraged but not obligatory, and there is no preferred or recommended vaccine.
69	At the Games	Test, trace and isolate	Vaccination	Will there be a special status for individuals who are vaccinated or recently had COVID-19 and have had a serology test, in order to avoid false positive PCRs?	No. The Playbook applies to every Games participant, whether or not you have been vaccinated or have previously had COVID-19. However, when determining close contacts related to a confirmed positive case, having a vaccination will be one of the factors considered.
70	At the Games	Test, trace and isolate	Vaccination	If a Games participant has been vaccinated against COVID-19 and tests positive in a PCR test, does this mean the viral load is low and isolation can be avoided?	Everyone with a confirmed positive case of COVID-19 will have to isolate regardless of their vaccination status. Trials of the vaccines have shown effectiveness in reducing the viral load, but they have not shown if the individuals are no longer infectious. More information will be available on this by Games time.
71	At the Games	Test, trace and isolate	Vaccination	Will Tokyo 2020 volunteers be vaccinated?	Vaccines will be provided to those who have frequent contact with athletes, if they would like to be vaccinated. The number of vaccines that Tokyo 2020 will provide is expected to be about 40,000. In the case of volunteers, for example, NOC and NPC assistants, athletes' village staff, doping staff and airport staff will be vaccinated by the time of the Games. It is also expected that domestic media will be vaccinated. In addition, a quite high percentage of healthcare professionals and people over 65 years old have been vaccinated, thanks to the efforts of the Government of Japan. Many partner companies will also provide vaccinations for their own employees (including volunteers), expected to reach tens of thousands.
72	At the Games	Test, trace and isolate	Smartphone applications	What are the different smartphone apps required/provided to use while in Japan, and what are their functionalities?	In accordance with Japanese authority requirements, every visitor to Japan must have a smartphone, including mobile data connection, and download and use two smartphone applications: The Online Check-in and Health report App (OCHA) will be used for Immigration information and documentation storage as well as daily health reporting while you are in Japan. The Contact Confirming App (COCOA) enables you to receive notifications about the possibility of close contact with someone infected with COVID-19, while ensuring anonymity for your privacy. In addition, Tokyo 2020 has developed the Tokyo 2020 Infection Control Support System (ICON). It is primarily a system that allows the CLO of each organisation to access, manage, modify and use information such as documents and health information required for immigration procedures on behalf of each individual.
73	At the Games	Test, trace and isolate	Smartphone applications	I am already using a contact tracing application in my base country. Do I also need to install COCOA? And if so, how do I switch to COCOA?	Yes, the Government of Japan requires you to install and keep COCOA operating on your smartphone. If you already have a contact tracing application installed that uses the Exposure Notification (EN) framework of Apple and/or Google, you will need to turn it off before COCOA will work (in most cases, other countries contract tracing apps based on the EN framework will automatically inform you of this and prompt you to take the appropriate action).
74	At the Games	Test, trace and isolate	Smartphone applications	When should I start reporting my health status using OCHA app?	Please input your health information every day from arrival in Japan until you leave Japan.
75	At the Games	Test, trace and isolate	Smartphone applications	When should I start reporting my health status if I am already in Japan at the time of the release of OCHA app? Is it necessary if I have been in Japan for more than 14 days?	If you are a Games participant already in Japan, start reporting your health status on OCHA app as soon as it is released. If you enter Japan before the release of the app, you need to enter your information on the Japanese Ministry of Health, Labor and Welfare 'Questionnaire web': https://arqs-qa.followup.mhlw.go.jp/#/

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76	At the Games	Test, trace and isolate	Smartphone applications	I don't have access to the Google Play or Apple Store on my phone or in my country, or I cannot find the right apps to download and install.	For countries where the app cannot be downloaded, Tokyo 2020 will separately inform you how to download and install it.
77	At the Games	Test, trace and isolate	Smartphone applications	Can I install/transfer the apps onto a second phone after arrival (for example, a rate card phone or an athlete phone)?	Yes, you can. For OCHA, you can install the app on a second phone and log in with your OIAC/PIAC number and password. Please note that you will not be able to use OCHA on your initial phone afterwards. For COCOA, transfer of contact data onto a different phone handset is not supported, but you can just activate and use COCOA on the second phone. Please note, if possible, the initial phone handset should be on, with the COCOA app installed (but with the Bluetooth function off) for 14 days after its last use to ensure that any contact tracing activations from the past can be notified to you. You must have your primary phone, that you carry with you daily, as the phone with COCOA installed and operating on.
78	At the Games	Test, trace and isolate	Smartphone applications	Will the apps be accessible for people with disabilities?	Yes, you will be able to use the OCHA app by voice read-aloud function and via voice commands on iOS/Android OS. Tokyo 2020 is currently clarifying if COCOA will also be accessible for people with disabilities.
79	At the Games	Test, trace and isolate	Smartphone applications	Who do I call or contact if I need technical support on any of the apps?	Please refer to the Tokyo 2020 Technology Call Centre, which is scheduled to be open from the end of June.
80	At the Games	Test, trace and isolate	Smartphone applications	Can I turn off either app if it is causing faults on my phone?	The OCHA and COCOA apps are mandated by the Government of Japan to assist in making the Tokyo Games safe. Please keep all apps on and running. If there are serious faults, please contact the Technology Call Centre for support and inform your CLO. You will be able to rent another smartphone if the faults cannot be remedied.
81	At the Games	Test, trace and isolate	Smartphone applications	How much data and battery will these apps take on my phone?	While OCHA and COCOA are both designed to use as little data and battery as possible, they both will still put an extra load on your phone. Please ensure you always have your phone sufficiently charged. If you are concerned about roaming 3G/4G/5G data usage, both apps are designed to also work over WiFi internet connection – as such you may wish to maximise your utilisation of WiFi by setting your phone to auto connect to WiFi connections when and where they are accessible to you.
82	At the Games	Test, trace and isolate	Smartphone applications	What about those without smartphones, or if my smartphone breaks or is stolen?	All visitors to Japan are required to have a smartphone to be able to run the applicable smartphone applications. In the exceptional case of someone arriving without one, or an unexpected issue with a user's smartphone, please contact the Technology Call Centre for support and inform your CLO. You will be able to rent a smartphone on arrival. Those who are unable to input the data by themselves, for example a person with a disability or a person with high support needs, will need to appoint a proxy to do it for them.
83	At the Games	Test, trace and isolate	Smartphone applications	Will use of apps, technology comply with data protection rules, privacy policies?	Yes, a privacy policy is prepared in accordance with the rule of the Personal Information Protection Law in Japan, on the premise of giving consideration to the privacy of each person. Please check the terms of use and privacy policy of the apps.
84	At the Games	Social	Venue access	How much time extra time should be allowed for entering venues, to take into consideration temperature checks and any other measures in place?	In principle, temperature checks should not take too much time. However, if you record a temperature of 37.5°C or higher, you will need to take a second test. If you still record a temperature of 37.5°C or higher, you will be taken to a secondary temperature check area. After a short break to cool down, your temperature will be taken again, twice maximum. If your temperature remains 37.5°C or higher, you will not be allowed to enter the venue. Notify your CLO and follow their instructions. You will be taken to an isolation area to wait for further measures.
85	At the Games	Social	Venue access	Will there be the same sanitary and countermeasure procedures for all venues and sites, such as Sapporo?	Procedures will be consistent across all the venues.

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86	At the Games	Social	Venue access	Are there going to be spectators at the Games?	Unfortunately, no international spectators will be permitted to enter Japan. There will be a decision by the end of June regarding venue capacity and what the possible restrictions will be for domestic spectators. Once there is a framework agreed by the authorities, further information will be available.
87	At the Games	Social	Physical Distancing	Why do I only have to keep a two metre's distance from athletes? Why not everyone else?	It is important to minimise physical interaction in order to reduce the risk of infection. Ideally this would mean two metres' distance between everyone. However in certain situations this is not feasible, so one metre is preferred. Also, please practice thorough hygiene measures (always wear a mask, regularly wash or sanitise your hands) at all times.
88	At the Games	Social	Accommodation	What COVID-19 countermeasures will be in place at hotels?	In Japan, there are already guidelines on COVID-19 control in the hotel industry, and each hotel is taking measures to deal with the risk of contact and droplet infection (e.g. installation of hand sanitising equipment, acrylic panels, disinfection of hotel equipment and facilities, ventilation, measures for employees, etc.) in various situations and areas within the hotel (e.g. entry, reception, lifts, rooms, restaurants, etc.).
89	At the Games	Social	Accommodation	Who will ensure hotels follow proper health and safety protocols? Is it my responsibility as a Games participant?	You are strongly encouraged to stay at accommodation provided by Tokyo 2020. If you are staying in self-arranged accommodation, the facility will need to be certified by Tokyo 2020 to ensure that they comply with the accommodation guidelines, which stipulate the requirements for COVID-19 countermeasures measures. Confirm with your CLO that your accommodation is compliant with the accommodation guidelines before including it in your Activity Plan. Please refer to the Playbook for more details.
90	At the Games	Social	Accommodation	When will more information about self-arranged accommodation, including any requirements, be available (in English)?	Tokyo 2020 has completed an assessment of non-official self-arranged hotels. Stakeholders who had already booked rooms in non-official self-arranged accommodation were asked to inform Tokyo 2020 of the name and address of their accommodation to allow Tokyo 2020 to assess whether the hotel/accommodation facility can be approved and certified. – If your accommodation facility was certified, you will be able to stay and maintain the contract with the accommodation provider; in this case, no communication was sent – If your accommodation facility was not certified, you or your RO will be asked by email to terminate the contract with the accommodation provider; in this case, Tokyo 2020 will find suitable new accommodation for you at reasonable rates.
91	At the Games	Social	Accommodation	I haven't booked accommodation yet. Is there a list of approved accommodation options?	If you haven't booked your accommodation yet, please get in touch with your Tokyo 2020 Functional Area. They will be able to provide you with a list of certified hotels where you can stay
92	At the Games	Social	Accommodation	Are residents of Tokyo participating in the Games allowed to stay in their own homes?	Residents of Japan are allowed to stay at home as long as they have not entered Japan from abroad for their participation in the Games, and are not participating as athletes, team officials, IF delegates or ITOs/NTOs.
93	At the Games	Social	Getting around	Are taxis considered public transport?	Yes, regular taxis are considered as public transport. However, Tokyo 2020 will charter taxis specifically for Games participants. Please see question 96 for further information on chartered taxis.
94	At the Games	Social	Getting around	If I am not allowed to use public transport, will Tokyo 2020 provide alternatives?	If you do not have access to dedicated Games vehicles, or if any of your permitted destinations are not serviced by Games vehicles, use the Transport Chartered Taxi (TCT) service. The TCT service is available from 17 June to 8 September, and Tokyo 2020 will bear the cost of journeys made from 9 July (when you would otherwise have free public transport) by providing vouchers for travel. Please refer to the Playbook and the TCT Service User's Guide for more information on chartered taxis.
95	At the Games	Social	Getting around	Will I be allowed to use public transport after my first 14 days in Japan?	Athletes, officials and IF personnel must not use public transport at any time during your time at the Games. You may only use dedicated Games vehicles such as buses, fleets and chartered taxis provided by Tokyo 2020. Other Games participants are allowed to use public transport after the first 14 days.
96	At the Games	Social	Getting around	When will I receive a public transport card if I am eligible to use public transport after the first 14 days of my stay in Japan?	Public transport cards will be available for eligible Games participants from their 15th day in Japan onwards, at the Transport desk.

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97	At the Games	Social	Getting around	How are 'dedicated Games vehicles' defined?	Dedicated Games vehicles are those arranged and run by Tokyo 2020.
98	At the Games	Social	Getting around	If I don't have access to dedicated Games transport, will I be allowed to charter private hire vehicles?	<p>You can travel using a self-arranged vehicle only under the following conditions:</p> <ul style="list-style-type: none"> – Vehicle rental procedures must be carried out by a participant who has been in Japan for at least 15 days or a Japanese resident, in order to avoid close contact with Japanese residents – Follow the same countermeasures as the Games vehicles provided by Tokyo 2020, outlined in the section 'Getting around' within the chapter 'At the Games - Social' – The person in charge of the relevant Tokyo 2020 Functional Area will accompany you inside the vehicle or follow the vehicle – If that is not possible, Tokyo 2020 requires a 'Written Pledge' from the parties concerned and may track the stakeholders using GPS (subject to consent). More detailed guidance will be issued by 21 June to your RO – After the first 14 days, you are allowed to use selfarranged vehicles without having to apply any additional measures
99	At the Games	Social	Getting around	Will I be allowed to use a bicycle around Tokyo?	<p>The use of a bicycle is permitted as long as:</p> <ul style="list-style-type: none"> – You limit your destinations to the ones described in your Activity Plan – You are being supervised by Tokyo 2020 – You avoid contact with Games participants who entered Japan on a different day, and with residents of Japan; – You avoid using public transport when going for bicycle rental procedures (if you are an athlete or official, or within your first 14 days in Japan); and – You continue to follow Playbook rules on hygiene, distancing, masks, etc.
100	At the Games	Social	Places to eat	Where will I be able to eat in the first 14 days?	<p>You must only eat in one of the following places, where COVID-19 countermeasures are in place:</p> <ul style="list-style-type: none"> – Dining facilities at Games venues (as the preferred option) – Your accommodation's restaurant – Your room, using room service or food delivery <p>Tokyo 2020 will require hotels to provide enhanced room service and grab and go options</p>
101	At the Games	Social	Places to eat	Where will I be able to eat or buy food in the first 14 days if my accommodation doesn't provide meals? For example, can I get a takeout or buy food from a grocery store to eat in my room?	<p>Should none of the above options be available, and provided you are not an Athlete, Official or IF personnel:</p> <ul style="list-style-type: none"> – You can buy food at convenience stores and takeaway restaurants indicated by Tokyo 2020, that you can get to without using public transport – The means of accessing and behaviour in these locations will be checked by Tokyo 2020 to ensure they comply with COVID-19 countermeasures, in particular physical distancing and hygiene. Where necessary, Tokyo 2020 may use GPS as a supplementary tool to confirm your movements (subject to your consent), or direct supervision – Use a private room in a restaurant that can be accessed in a manner compliant with COVID-19 countermeasures
102	At the Games	Social	List of permitted destinations	Will I be allowed to exercise outdoors, e.g. go for a run in a nearby park, in the first 14 days?	Unfortunately, no.
103	At the Games	Social	List of permitted destinations	Will I be able to go sightseeing, or do other activities not on my Activity Plan?	<p>All Games participants will be expected to limit their activities to what is required in order to carry out their role. Physical distancing and good hygiene measures must be followed throughout the entire duration in Japan.</p> <p>For Athletes and Officials as well as IF personnel, travel is possible only between pre-approved destinations in the list of permitted destinations (as described in your Activity Plan), such as accommodation, competition or training venues, or pre-Games training camps. No trips to restaurants and bars, sightseeing or use of public transport will be permitted.</p> <p>Additional rules apply for other Games participants on arrival and for the first 14 days in Japan, specifically for screening testing frequency, where participants can go and what they can do (limited to their Activity Plan, as well as not using public transport and only eating in designated places.</p>
104	Leaving Japan	Test, trace and isolate	Period of Stay	Can I stay in Japan after fulfilling my role in the Games for personal reasons?	In order to reduce the risk of infection and to ensure the safe and secure running of the Games, it is necessary to keep the duration of stay to a minimum. Athletes are asked to leave the Olympic and Paralympic Village 48 hours after the end of their competition (as detailed in the IOC's "Period of stay" guidelines), and similarly, Tokyo 2020 kindly asks all other participants to return home as soon as possible after your role in the Games has finished.

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105	Leaving Japan	Test, trace and isolate	Departure	If I have to stay in Tokyo after the Games due to a COVID-19 infection, who is responsible for my release from isolation facilities and the logistics of my departure from Japan (e.g. plane transfers, airport transfers, pre-departure checks, etc.)?	In principle, your RO and your CLO are responsible to ensure such release and for the logistics of your departure. Tokyo 2020 will be able to provide assistance with tasks such as language services and communication with authorities.
106	Leaving Japan	Test, trace and isolate	Quarantine upon arrival	Who will cover any costs if I need to quarantine when returning home from Japan?	Any costs related to quarantine in your home/other country after leaving Japan will be your responsibility.