Frequently Asked Questions

Tickets

*I bought a ticket.*

*But I can't come.*

*Can I return the ticket?*

No, this is *not* possible.

The Special Olympics World Games are a *charity organization.*

That means:

With the money raised we support, for example, our athletes.

*I bought a ticket for a specific day.*

*But I cannot come that day.*

*I want to come another day.*

*Can I get a ticket for a different day?*

Did you buy a Day Pass?

Do you want to exchange the Day Pass?

You can do this until 31 May 2023.
How to exchange the ticket:
Give us a call.
This is our telephone number:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.

Or send an e-mail to:
visit@berlin2023.org

Important
Some tickets cannot be exchanged.
For example:
• Tickets for Opening Ceremony
• Tickets for the Closing ceremony
• All Competitions Pass

I bought a ticket.
But I lost the ticket.
What can I do?
Give us a call.
This is our phone number:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.

Or send an e-mail to:
visit@berlin2023.org

I bought a ticket.
But I cannot come.
Can I give my ticket to another person?
Yes.

Important
Do you want to sell the ticket?
Then please observe our General Terms and Conditions.
You can find them here:
https://tickets.berlin2023.org/agb
This page is not in Easy English.
And:
You have to change the name on the ticket.
Did you buy a ticket?
Then you got an e-mail.
Click on the link in the e-mail.
Select: Change personalization.
Enter the name of the person
who receives the ticket.

*I bought a ticket with a discount.*
*I cannot come.*
*Can I give my ticket to another person?*
Is the other person also entitled to a discount?
For example, because the person has a disability
or is a student.
Then you can give your ticket to this person.

**Important**
You have change the name on the ticket.
Did you buy a ticket?
Then you got an e-mail.
Click on the link in the e-mail.
Select: Change personalization.
Enter the name of the person who receives the ticket.

Does my child need a ticket?
Is your child 2 years old?
Or is your child younger than 2 years old?
Then you don't need a ticket.
But there are exceptions.
Do you want to attend the Opening Ceremony with your child?
Should it sit in its own seat?
Then you need to buy a ticket for your child.
Otherwise, your child will have to sit on your lap.
Important
There may be loud music at the Opening and Closing Ceremony.

Children under the age of 14 are **not** allowed to come on their own.
They have to come with a legal guardian.
For example, with their parents.

*What happens if it rains?*
Our events take place indoors and outdoors.
Is it just raining a little?
Then the events take place.
Is the weather very bad?
For example, do we get strong storm?
Maybe the events will be postponed.
You can find more information here:
- in our app
- on social media
Important
Inform yourself about the weather, before you go to the venues.
Does it rain?
Bring weatherproof clothing.
For example, a rain jacket.

*I bought a Day Pass.*
*Can I watch competitions all day long?*
Yes.

Important
For Bowling spectators are not allowed.
You can find more information here:

Do you want to watch a certain sport and there are no free places?
Unfortunately, you have to wait,
until there are free places.
Or you can watch another sport in the meantime.

*Do I have to print my ticket?*
There are different possibilities:
- You can download your ticket and save it on your phone.
- You can print your ticket and bring it with you.

*Can I buy tickets for my friends?*
Yes.

**Important**
You have to personalize the tickets.
That means:
Each ticket must have the name of your friends.
How to personalize the tickets:
Did you buy a ticket?
Then you have received an e-mail from us.
Click on the link in the email.
Click on: Change personalization.
Enter the name of the person, who receives your ticket.

*Do I have to pay money for all events?*
No.
You do not have to pay money for these events:
• Special Olympics Festival
• Cycling
• Beach Volleyball
• Golf
• Basketball 3x3
• Kayaking
• Open Water Swimming
• Sailing

*When do the various competitions take place?*
You can find the schedule on our website.

**Important**
The schedule may change.
So please check the schedule, before you go to the events.

*Does my name have to be on my ticket?*
Yes.
You can enter your name, when you buy the ticket.
But you can also do that later.

**How to personalize the tickets:**
Did you buy a ticket?
Then you have received an e-mail from us. Click on the link in the email.

*I want to watch the events.*

*Are there certain corona rules, that I have to pay attention to?*

We adhere to the corona rules of the Berlin Senate. You can find more information here: [https://www.berlin.de/corona/leichte-sprache/](https://www.berlin.de/corona/leichte-sprache/)

The website is in German language.

**Important**

The rules may change. Please check the website, before you go to the events.

At the moment it is like this: You do **not** need proof of vaccination. But this rule may change.
Where can I get help?
Do you have any questions?
Do you need help?
Then give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.

Or send an e-mail to:
visit@berlin2023.org

I bought a ticket.
But I did not get the ticket.
What can I do?
Give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
Or send an e-mail to:
visit@berlin2023.org
Do I have to wear a mask as a spectator?
We adhere to the corona rules of the Berlin Senate.
You can find more information here:
https://www.berlin.de/corona/leichte-sprache/
The website is in German language.

Important
The rules may change.
Please check the website,
before you go to the events.

Spectators
Are there things,
that I am not allowed to bring?
You are not allowed to bring certain things with you.
For example:
• Weapons
For example, knives or pistols.
- Things made of glass or other materials that break quickly.
- Fireworks, torches or sparklers
- Flagpoles
- Laser pointer
- Selfie sticks
  With a selfie stick you can take a picture of yourself.
- Large bags or backpacks
- Posters or other things with racist slogans.
- Drugs
- Alcohol
- Animals
  There are exceptions.
  For example, guide dogs.
Do you want to bring a guide dog?
Then please inform us.

- Bottles that can contain more than half a litre.
- Sports equipment
  For example, bicycles or skateboards.

**Important**
For the Opening and Closing Ceremony you are also not allowed to bring:
- Things bigger than a normal sheet of paper.
- Helmets
- Metal bottles
- Food
However, there are exceptions.
Do you have to eat something for medical reasons?
For example, because you have diabetes.
Then you are allowed to bring something to eat.

*Can I take a bottle of water with me?*
Yes.
There are different rules.
- **Competitions**
  You can take a bottle of water with you.
The bottle should **not** be made of glass.
Is has to be a small bottle that contains less than half a litre.
- **Opening and Closing Ceremony**
  You can take a bottle of water with you.
The bottle should **not** be made of metal, plastic or glass.
The bottle should **not** be made of glass.
Is has to be a small bottle that contains less than half a litre.

*Can I take an umbrella with me?*
Is it possible to fold the umbrella?
Then you can take the umbrella with you.
Other umbrellas are not allowed.

*Can I take a stroller with me?*
There are different rules:
- Competitions
  You can take a stroller with you.
- Opening and Closing Ceremony
  You cannot take the stroller with you.

*Can I bring my own chair?*
No.
This is not allowed.
Can I buy food and drink at the venues?
Yes.
There is a snack bar at each venue.
You can buy food and drink there.

Can I take my own food and drink with me?
There are different rules:

- Competitions
  You can bring some food.
  Please do not bring so much food.
  Please do not bring more than one sandwich.
- Opening and Closing Ceremony
  You are not allowed to bring food.
  However, there are exceptions.
  Do you have to eat something for medical reasons?
  For example, because you have diabetes.
  Then you are allowed to bring something to eat.
Are there any more rules for admission to the venues?
Yes.
You can find more information here: https://tickets.berlin2023.org/agb
The website is not in Easy Language.

Can I leave the venues and come back later?
Yes.
But there are different rules:
• Competitions
  With your ticket you can visit as many locations as you like.
• Opening and Closing Ceremony
  You can leave and re-enter the venue.

Important
Before you leave the venue, you have to scan the ticket.
Otherwise, you do not get back in.

I liked the events.
Or: I did not like the events that much.
Is it possible to give you a feedback?
Send us an e-mail.
This is our e-mail address:
visit@berlin2023.org

You can also tell us what you think.
Go to the information points at the venues.
We are happy to hear your opinion.

Can I store my personal belongings at the venue?
That is, for example, my bag.
Yes.

Important
We are not liable for your personal belongings.
That is:
Are the things stolen?
Are the things damaged?
We do not pay for them.

*Are there doctors at the venues?*
Yes.

*I want to cheer on an athlete or a team.*
*Can I bring a poster?*
Yes.

**Important**
Is your poster very large?
Then please let us know.
We discuss together:
How to hold up the poster
without disturbing the other spectators.
Give us a call.
This is our telephone number:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
You can also send us an e-mail. Our e-mail address is: visit@berlin2023.org

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**Accessibility**

*Are all event locations accessible?*
You can reach all locations with a wheelchair. At some venues there are also special tribunes for people with a wheelchairs. You can find more information about the venues soon on our website.

*Are wheelchairs available at the venues?*
Yes. Wheelchairs are available at some venues. Please reserve the wheelchair, before coming to the venue.
Give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.

You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org

*Are there interpreters for sign language?*
Yes.
At some events there are interpreters for sign language.
For example,
- At the Opening Ceremony
- At the Closing Ceremony
- At some events of the Special Olympics Festival
Do you have questions?
Then send us an e-mail.
Our e-mail address is:
visit@berlin2023.org

Is there also audio description?
That is a description of an event.
For example, for blind people.
Yes.
For some events there is also audio-description.
You will find more information on our website soon.

I have a carer.
Does my carer also have to buy a ticket?
Your carer does not pay entrance fee.
But you have to book a ticket for your carer.
We are happy to help you.
Give us a call.
This is our telephone number:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org
*Can I bring my guide dog?*
Yes.

*I have a scooter.*
*A scooter is a large electric wheelchair.*
*Can I use the wheelchair at the venues?*
At some event venues there is not so much space.
Do you have questions?
Give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org

_Do I have to buy a wheelchair ticket?_

There are different rules:

- **Competitions**
  
  You do not have to buy a wheelchair ticket.
  
  You can buy a discounted ticket.

- **Opening and Closing Ceremony**
  
  You have to buy a wheelchair ticket.
  
  Please give us a call.
  
  Our telephone number is:
  
  +49 30 629 33 60 84
  
  You can call us between 10 am and 5 pm.

You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org
Where can I get more information about the accessibility at the venues?
Soon you can find more information on our website.
Please check our website regularly.

Do you have any questions?
Do you need help?
Give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org

I want to sit in a specific seat.
How can I book a specific seat?
Please give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.
You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org

What other accessible offers do you have?
Soon you can find more information on our website.
Do you need a specific support?
Do you have any questions?
Give us a call.
Our telephone number is:
+49 30 629 33 60 84
You can call us between 10 am and 5 pm.

You can also send us an e-mail.
Our e-mail address is:
visit@berlin2023.org