

Damages Policy

Damages in residential buildings

	NOC Dedicated Spaces	Shared Spaces
Items & Areas	All building materials and equipment	
	Building materials: flooring, walls, ceiling, window panes, handrails, and equipment: lighting fixtures, air conditioners, bathrooms, etc	Building materials: flooring, walls, ceiling, window panes, handrails, and equipment: lighting fixtures, elevators, air conditioners, shared bathrooms, etc
How to Identify Items & Areas	List of Damages	Tokyo 2020 will only respond in cases where we can clearly identify damages caused by a certain NOC.
Compensation Ratio for Damages	Full cost	Full cost

Damages in residential buildings: NOC Dedicated Spaces

NOC dedicated spaces in residential buildings include a mix of legacy objects and overlay objects used only in the Games period. Bear in mind that the damage criteria for legacy objects and overlay objects differs. Tokyo 2020 will provide NOCs with drawings to distinguish between legacy walls and overlay walls before arrival I&I.

Legacy Objects	Damage Criteria	<u>Tokyo 2020 will charge for all damages other than normal wear and tear</u> Holes, cracks, distortion, breakages/breakdown, dents (including scars with dents) will be subject to charges.
Overlay Objects	Damage Criteria	<u>Tokyo 2020 will charge for damage rendering items unusable</u> Holes, cracks, breakages/breakdown will be subject to charges.

Damages in residential buildings: Shared Spaces



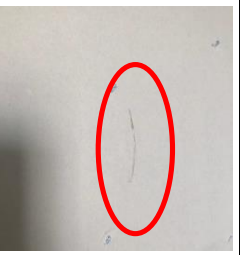
Damage Criteria	<p><u>Tokyo 2020 will charge for all damages other than normal wear and tear but only in cases where we can clearly identify the damages were caused by a certain NOC.</u></p> <p>Holes, cracks, distortion, breakages/breakdown, dents (including scars with dents) will be subject to charges.</p>
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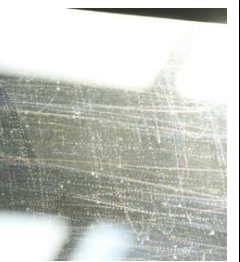
Damages on items, keys and technology items/devices




Items & Areas	<p>Items, keys, technology items/devices</p> <p>* Damages Policy for Rate Card items will be issued separately.</p>
How to identify Items & Areas	List of Damages
Compensation Ratio for Damages	Full cost
Damage Criteria	<p><u>Tokyo 2020 will charge for damage rendering items unusable</u></p> <p>Missing items or breakages/breakdown will be subject to charges.</p>

Examples of Damage



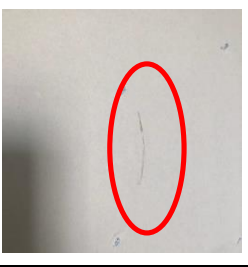
Legacy Objects




Legacy Walls			
Normal Wear and Tear	×	×	○
Charged	○	○	×

Window Panes			
Normal Wear and Tear	×	×	○
Charged	○	○	×

Handrails			
Normal Wear and Tear	×	×	○
Charged	○	○	×



Overlay Objects

Overlay Walls			
Usable	×	○	○
Charged	○	×	×

Flooring			
Usable	×	○	○
Charged	○	×	×

Toilets		
Usable	×	○
Charged	○	×

Items

Folding Chairs		
Usable	×	○
Charged	○	×

List of Damages and Costs

Facility in NOC Dedicated Spaces (Legacy Objects)

Location	Item	Damage Type	Repair/ Replacement	Unit	Price to be charged (YEN)
Entrance door/ balcony	Entrance door	Dent; out of order	Replacement	Damaged part	205,000
	Door closer	Dent; out of order	Replacement	Damaged part	18,000
	Entrance door handle	Dent; out of order	Replacement	Damaged part	45,000
	Entrance door frame	Bend; crushing	Replacement	Damaged part	A separate estimate
		Dent	Repair	Damaged part	25,000
	Entrance door scope	Breakage	Replacement	Damaged part	7,000
	Vent cap (s)	Dent	Replacement	Damaged item	24,000
	Ventilation register (s)	Breakage	Replacement	Damaged part	15,000
	Balcony railings	Bend; crushing	Replacement	Damaged part	A separate estimate
		Dent	Repair	Damaged part	13,000
	Balcony escape hatch	Dent; crushing	Replacement	Damaged part	102,000
	Hot water heater	Dent; crushing	Replacement	Damaged item	211,000
Window	Window pane	Crack	Replacement	Damaged glass sheet	A separate estimate

Window	Sash	Bend; crushing	Replacement	Damaged part	A separate estimate
		Dent	Repair	Damaged part	16,000
	Window frame	Bend; crushing	Replacement	Damaged part	A separate estimate
		Dent	Repair	Damaged part	16,000
	Window frame (bay windows)	Bend; crushing	Replacement	Damaged part	A separate estimate
		Dent	Repair	Damaged part	16,000
Common space/ bedroom	Plasterboard for walls	Crack; hole	Replacement	Damaged board	10,000
		Dent	Repair	Damaged part	2,000
	Plasterboard for ceilings	Crack; hole	Replacement	Damaged board	10,000
	Raised floor	Broken raised floor	Replacement	Damaged area (m ²)	31,000
	Downlights	Breakage; out of order	Replacement	Damaged item	10,000

* Tokyo 2020 may charge for items other than those in this list.

Location	Item	Damage Type	Repair/ Replacement	Unit	Price to be charged(YEN)
Entrance door/ balcony	Entrance door key	Lost key; out of order	Replacement	Damaged item	1,000
	Entrance door lock	Out of order	Replacement	Damaged part	21,000
	Partition plate	Crack	Replacement	Damaged item	50,000
Common space/ bedroom	Flooring materials	Broken flooring material	Replacement	Damaged area (m ²)	15,000
	Power switches	Breakage; out of order	Replacement	Damaged item	8,000
	Ceiling light with remote controller (ceiling light)	Breakage; out of order	Replacement	Damaged item	14,000
	Ceiling light with remote controller (remote controller)	Breakage; out of order	Replacement	Damaged item	4,000
	Power sockets	Breakage; out of order	Replacement	Damaged item	8,000
	Door intercom (inside the unit)	Breakage; out of order	Replacement	Damaged item	34,000
	Doors (bedroom/ bathroom)	Breakage; out of order	Replacement	Damaged part	41,000
	Bedroom door key	Lost key; out of order	Replacement	Damaged item	1,000
	Door locks (bedroom/ bathroom)	Breakage; out of order	Replacement	Damaged part	9,000
	Distribution board	Breakage; out of order	Replacement	Damaged part	70,000

Bathroom	Toilet paper holder	Breakage; removal	Replacement	Damaged item	10,000
	Toilet seat	Breakage; out of order	Replacement	Damaged item	93,000
	Towel bar (s)	Breakage; removal	Replacement	Damaged item	5,000
	Grab bars/ bathroom safety rails	Breakage; removal	Replacement	Damaged item	32,000
	Soap holder	Breakage; removal	Replacement	Damaged item	5,000
	Mirror	Crack	Replacement	Damaged item	33,000
	Bathtub: Sink faucet/ stopper	Breakage; out of order	Replacement	Damaged item	36,000
	Wash basin	Crack	Replacement	Damaged item	30,000
	Shower head	Breakage; out of order	Replacement	Damaged item	5,000
	Bathroom light (s)	Breakage; out of order	Replacement	Damaged item	10,000

* Tokyo 2020 may charge for items other than those in this list.

Items and Technology Items/ Devices

Installation location	Item	Damage type	Repairment Method	Unit	Price to be charged (YEN)
Residential units	Air conditioner with remote controller (air conditioner)	Damage (Loss)	Replacement (Refill)	1	90,000
	Air conditioner with remote controller (remote controller)	Damage (Loss)	Replacement (Refill)	1	4,000
	Bed frame	Damage (Loss)	Replacement (Refill)	1	12,000
	Bed mattress	Damage (Loss)	Replacement (Refill)	1	TBD
	Pillow	Damage (Loss)	Replacement (Refill)	1	6,000
	Wardrobe	Damage (Loss)	Replacement (Refill)	1	6,000
	Drying rack	Damage (Loss)	Replacement (Refill)	1	1,000
	Lockable drawer	Damage (Loss)	Replacement (Refill)	1	6,000
	Key of lockable drawer	Damage (Loss)	Replacement (Refill)	1	1,000
	Nightstand lamp	Damage (Loss)	Replacement (Refill)	1	1,000
	Blackout curtains for windows	Damage (Loss)	Replacement (Refill)	1	6,000
	Extension cords	Damage (Loss)	Replacement (Refill)	1	1,000
	Round Table	Damage (Loss)	Replacement (Refill)	1	9,000

Residential units	Chair	Damage (Loss)	Replacement (Refill)	1	3,000
	Wi-Fi Access point	Malfunction or loss due to damage or external factors	Replacement	1	27,000
	Access Switch(Small)	Malfunction or loss due to damage or external factors	Replacement	1	44,000
	Access Switch(Middle)	Malfunction or loss due to damage or external factors	Replacement	1	263,000
	Bath chair	Damage (Loss)	Replacement (Refill)	1	9,000
	Bathmat (diatomite)	Damage (Loss)	Replacement (Refill)	1	1,000
	Key holder (key set)	Damage (Loss)	Replacement (Refill)	1	3,000
	Flashlight	Damage (Loss)	Replacement (Refill)	1	1,000
NOC Chefs de Mission bedroom	Air conditioner with remote controller (air conditioner)	Damage (Loss)	Replacement (Refill)	1	90,000
	Air conditioner with remote controller (remote controller)	Damage (Loss)	Replacement (Refill)	1	4,000
	Refrigerator	Damage (Loss)	Replacement (Refill)	1	30,000
	Lockable safe	Damage (Loss)	Replacement (Refill)	1	10,000
	TV stand (Folding table)	Damage (Loss)	Replacement (Refill)	1	5,000
	Folding table	Damage (Loss)	Replacement (Refill)	1	5,000

NOC Chefs de Mission bedroom	Stacking chair without arms	Damage (Loss)	Replacement (Refill)	1	5,000
	CATV service with Small TV	Malfunction or loss due to damage or external factors	Replacement	1	51,000
	Network telephone with standard handset	Malfunction or loss due to damage or external factors	Replacement	1	32,000
	Wi-Fi Access point	Malfunction or loss due to damage or external factors	Replacement	1	27,000
	Flashlight	Damage (Loss)	Replacement (Refill)	1	1,000
NOC Office	Air conditioner with remote controller (air conditioner)	Damage (Loss)	Replacement (Refill)	1	90,000
	Air conditioner with remote controller (remote controller)	Damage (Loss)	Replacement (Refill)	1	4,000
	TV stand (Folding table)	Damage (Loss)	Replacement (Refill)	1	5,000
	Folding table	Damage (Loss)	Replacement (Refill)	1	5,000
	Stacking chair without arms	Damage (Loss)	Replacement (Refill)	1	5,000
	Folding chair	Damage (Loss)	Replacement (Refill)	1	2,000
	Electric kettle	Damage (Loss)	Replacement (Refill)	1	5,000
	Filling cabinet	Damage (Loss)	Replacement (Refill)	1	12,000
	Key (Filling cabinet)	Damage (Loss)	Replacement (Refill)	1	1,000

NOC Office	Utility cabinet-full height	Damage (Loss)	Replacement (Refill)	1	15,000
	Key (Utility cabinet-full height)	Damage (Loss)	Replacement (Refill)	1	1,000
	Coat stand	Damage (Loss)	Replacement (Refill)	1	1,000
	Desk lamp	Damage (Loss)	Replacement (Refill)	1	2,000
	Generic laptop PC	Malfunction or loss due to damage or external factors	Replacement	1	127,000
	Small multi-function printer	Malfunction or loss due to damage or external factors	Replacement	1	90,000
	CATV service with Middle TV	Malfunction or loss due to damage or external factors	Replacement	1	56,000
	Network telephone with standard handset	Malfunction or loss due to damage or external factors	Replacement	1	32,000
	Wi-Fi Access point	Malfunction or loss due to damage or external factors	Replacement	1	27,000
	Access Switch(Small)	Malfunction or loss due to damage or external factors	Replacement	1	44,000
Access Switch(Middle)	Malfunction or loss due to damage or external factors	Replacement	1	263,000	
NOC Meeting rooms	Air conditioner with remote controller (air conditioner)	Damage (Loss)	Replacement (Refill)	1	90,000

NOC Meeting rooms	Air conditioner with remote controller (remote controller)	Damage (Loss)	Replacement (Refill)	1	4,000
	Folding table	Damage (Loss)	Replacement (Refill)	1	5,000
	Folding chair	Damage (Loss)	Replacement (Refill)	1	2,000
	Coat stand	Damage (Loss)	Replacement (Refill)	1	1,000
	Dry erase board - freestanding	Damage (Loss)	Replacement (Refill)	1	18,000
NOC Medical Spaces	Air conditioner with remote controller (air conditioner)	Damage (Loss)	Replacement (Refill)	1	90,000
	Air conditioner with remote controller (remote controller)	Damage (Loss)	Replacement (Refill)	1	4,000
	Refrigerator	Damage (Loss)	Replacement (Refill)	1	30,000
	Folding table - rectangle shape, small	Damage (Loss)	Replacement (Refill)	1	5,000
	Folding chair	Damage (Loss)	Replacement (Refill)	1	2,000
	Shelf - large	Damage (Loss)	Replacement (Refill)	1	15,000
	Partition - single width, potable	Damage (Loss)	Replacement (Refill)	1	20,000
	Trolley	Damage (Loss)	Replacement (Refill)	1	13,000
Pillow	Damage (Loss)	Replacement (Refill)	1	3,000	

NOC Medical Spaces	Blanket	Damage (Loss)	Replacement (Refill)	1	3,000
	Examination table	Damage (Loss)	Replacement (Refill)	1	28,000
	Ice box cooler	Damage (Loss)	Replacement (Refill)	1	5,000
	Examination lamp	Damage (Loss)	Replacement (Refill)	1	33,000

* Tokyo 2020 may charge for items other than those in this list.