

FAQS

ID Registration

1) What is a Ticket ID (Supporter ID)?

Ticket ID (Supporter ID) is a personal account required to access the services on the Aichi-Nagoya 2026 Official Ticketing Site, including ticket purchases, email newsletters, and participation in events or campaigns. Membership registration is free of charge.

2) Is registration of Ticket ID (Supporter ID) required?

If you wish to receive email newsletters (including information about related events, campaigns, and surveys), participate in various services such as events or campaigns, or purchase tickets, you need to register for a Supporter ID.

3) Is it possible to register a Ticket ID (Supporter ID) even if I haven't decided to buy tickets?

A Supporter ID is required to purchase tickets. However, you can register even if you do not plan to buy tickets at this time. Registered users will receive various updates and information, so we encourage you to sign up.

4) How do I apply for Ticket ID (Supporter ID) registration?

To apply for Ticket ID (Supporter ID) registration, complete the following procedures when you access the official ticket sales site for the first time.

1. Click 'LOGIN / REGISTER' and then select 'Register'.
2. Enter your user information as required, read several sets of terms and conditions and click the Agree button for each.
3. Pre-registration is completed.
4. Access the registration URL sent to your email address for full registration.
5. Enter your user information (such as address), and select your favorite sports, read several sets of terms and conditions, and click the Agree button.
6. Full registration is completed.

Remember the password you set when entering your user information, you will need it to access the services.

5) I haven't received email. What should I do?

Email filtering settings: Make sure your email settings are not blocking messages from ""@tickets-aichi-nagoya2026.org"". Please adjust your settings to allow emails from this domain.

Incorrect email address: There is a possibility that the email address entered during registration was incorrect. If you registered with the wrong email address, please register again using the correct one.

Email folder sorting: Your email software may have automatically sorted the message into a different folder. Please check your spam or junk folders as well.

If you need help adjusting your spam or filtering settings, please contact your email service provider.

6) What is your policy of handling the personal information entered?

We give the highest priority to the privacy and security of users, implement rigorous technical solutions for protecting data security, and are compliant with applicable international laws and regulations, such as the EU's General Data Protection Regulation (GDPR). Personal information you have provided to us will never be sold, used for any purposes other than those intended, or transferred in any other way to external parties.

7) How do I check or change my registered information?

Access your My Page, and complete the necessary process.

8) I entered the wrong password too many times, and my account has been locked. How do I unlock the account?

Please try "Forgot Password" or contact our customer center at telephone: 052 - 990 - 6573 / e-mail: Aichi-Nagoya2026_support@pia.co.jp (mailto:Aichi-Nagoya2026_support@pia.co.jp).

9) I have changed my email address. What should I do?

Please contact our customer center at telephone: 052 - 990 - 6573 / e-mail: Aichi-Nagoya2026_support@pia.co.jp (mailto:Aichi-Nagoya2026_support@pia.co.jp).

Ticket Purchase

1) How can I buy tickets?

By logging in to the official ticket sales site with your support ID, you can purchase tickets.

2) Where can I buy tickets other than the official ticket sales site?

There are no plans to sell pre-sales on anything other than the official ticket sales site. We will contact you as soon as the pre-sale and subsequent sales are decided.

3) Is there a way to purchase tickets other than online?

In the pre-sale, we do not plan to sell tickets outside of the Internet. We will contact you as soon as the pre-sale and subsequent sales are decided.

4) Can I buy tickets from outside Japan?

If a ticket agent sells tickets to local customers in each country, some countries may control access to the Site. After ticket sales start, those who have access to this site can purchase tickets from outside of Japan.

5) Can I reserve a seat??

Seat selection is not possible. Please understand that the system will automatically assign you a seat.

6) Can I see the seat number for reserved seats?

You can check it from your order history. Seat information cannot be confirmed during the pre-sale period. Seat numbers will be notified to those who purchased tickets through pre-sale around July 2026.

7) Does it cost anything other than the ticket price?

Various fees will be charged depending on the various pick-up methods and payment methods.

(How to take in)

Electronic ticket issuance: Authentication fee: 220 yen/ticket

Paper ticket issuance, certification, and shipping fee: 1,500 yen/case

(Payment Method)

Credit card payment: 0 yen

Convenience store: 330 yen/item

(Resale fee)

10% of the face value

8) How many tickets can I purchase with one application?

The maximum number of tickets purchased per purchase is 12. Please note that depending on the type of ticket, there may be a different limit on the number of tickets purchased per purchase or per account.

9) I forgot what type of ticket I bought.

You can check it from your order history.

10) How can I buy tickets if I don't have a smartphone or PC?

In the pre-sale, we do not plan to sell tickets outside of the Internet. Please purchase from an environment where you can use the Internet. We will contact you as soon as the pre-sale and subsequent sales are decided.

11) Can I buy tickets at any time 24 hours a day?

It is available for purchase 24 hours a day. However, we may perform system maintenance, and the site will not be available during system maintenance. During system maintenance, "System Maintenance" is displayed on the screen.

12) I haven't received a purchase completion email.

(1) Please check your email settings, such as the settings that allow you to receive "@pia.co.jp" domains. *Emails with URLs may be rejected or may not be received due to the influence of reception settings such as domain designation.

(2) It may be automatically classified as spam on the mail server. It may be stored in a folder other than the one you normally use, such as spam email, so if you have a separate folder, please check that as well.

13) Please tell me about the types and prices of tickets.?

Please check the ticketing guide and official ticket information for each tournament.

14) Please tell us about the sales schedule.

Please check the ticketing guide and official ticket information for each tournament.

15) Are there wheelchair seats?

Wheelchair seats are also available. For each wheelchair seat, up to one companion can watch the game for free.

16) Where can I sit with a child or disability ticket?

Child and disability tickets are eligible for the lowest seat type in each session. Children under 3 years old can watch the game above their knees for free. However, if you need a seat, you will need to purchase a ticket.

17) What age is the child rate ticket available for?

Those under the age of 15 as of the session date are eligible.

18) What are the conditions for using the disability fare ticket?

It is available to those who have a disability certificate and their companions. Companions are also required to purchase tickets. Companions can also purchase disability fare tickets.

19) Which ticket should I buy if I am eligible for both child and disability rates?

Both discounts cannot be applied. Please select one of the price tiers before purchasing your tickets.

20) I am a wheelchair user, although I am eligible for the child fee. Please tell me which ticket should I buy?

Child rate seats are not wheelchair accessible. If you are using a wheelchair, please purchase a wheelchair seat.

21) I am a wheelchair user, although I am eligible for the disability fee. Please tell me which ticket should I buy?

Wheelchair access is not allowed in disabled fare seats. If you are using a wheelchair, please purchase a wheelchair seat.

22) What form is the ticket?

During the pre-sale period, you can choose between e-tickets (electronic tickets) and original tickets (paper tickets) for ticketing methods. E-tickets are intended to be entered by holding the QR code displayed on a smartphone, etc., or holding up a piece of paper with the QR printed on it. The original ticket is expected to be delivered to your home and you will enter by holding the QR code printed on the paper ticket.

23) Can I change my purchased ticket to another ticket?

Tickets cannot be changed.

24) What is the view of purchase history?

You can check the order history on the official ticket sales site.

25) Tickets are being resold fraudulently.

Tickets that have been illegally resold cannot be used. Do not purchase illegal resale tickets.

26) In the event area advance, not only the purchaser but also the companion must be in the host area to enter?

If the purchaser lives in the host area, they can purchase and enter.

27) The domicile and current address are different. My current address is in the host area, do I have the right to purchase the host area in advance?

You can apply if your current address is in the host area. However, if you choose an original ticket (paper ticket), it will be delivered to the address listed on your support ID, so please be sure to register your current address.

28) After purchasing it in advance in the host area, I moved out of the host area. Is the ticket valid?

Even if you move after purchasing in advance in the host area, the ticket will remain valid. However, if you choose an original ticket (paper ticket), we will deliver the ticket to the address listed on your support ID. If you change your address by the date you specify, you can mail it to the new address you specify.

Payment Method

1) What payment methods do you accept?

On the official ticket sales site, payment can be made by credit card, Google Pay, or convenience store. However, the maximum payment limit at a convenience store is 300,000 yen, so if you pay at a convenience store and the amount in your cart is 300,000 yen or more, please purchase it in multiple installments. Please note that if you choose to pay at a convenience store, you will not be eligible for resale.

2) What types of credit cards do I accept?

There are four types of credit cards available: MASTER, VISA, JCB, and UnionPay, and only one-time payments are accepted.

3) Can I accept a debit card?

It can be used if you have a balance.

4) Can I pay at any convenience store?

Payment can be made at Seven-Eleven, FamilyMart, Lawson, Ministop, and Seiko Mart.

5) How do I pay at a convenience store?

(1) Customers who choose Seven-Eleven

★ Payment Process

(1) Please present the payment slip at the nearest Seven-Eleven.

(2) Please pay the payment amount. Please bring home the payment slip with the receipt.

(3) The payment information will be notified to the payment address.

(4) The method of providing products and services is provided by the payment address.

(There is no handover of products at Seven-Eleven stores.)

★ Notes

• Payment must be made in cash or nanaco by the above payment deadline (nanaco points will not be awarded.) Please do it. (The above payment methods are not available.))

(2) Customers who choose a convenience store other than (1)

★ Payment Process

It varies depending on the convenience store chain you use, so please refer to the following.

<https://www.econtext.jp/support/cvs/4brand.html>

6) Is there a deadline for payment at a convenience store?

The payment deadline is 3 days.

7) The payment deadline at the convenience store has passed. What happens?

If you do not pay by the payment deadline, your application will be invalid and you will need to complete the purchase process again from the beginning.

8) We paid at a convenience store. How can I pick up my ticket?

In the case of e-tickets, you can issue e-tickets on My Page. For original tickets, we will mail them to your home.

9) Can I issue a receipt?

Receipts cannot be issued on the official ticket sales site.

10) On the credit card payment screen, an error display appears and payment cannot be made. What should I do?

The causes of payment errors are assumed to be as follows: • If you have not registered or set a password with your credit card (3D Secure compatible) • If the password input screen exceeds the tolerance limit for errors • When the card issuer imposes restrictions on use, etc. As mentioned above, the causes and response methods vary depending on the person's situation. We apologize for the inconvenience, but please contact the card issuer you are using for details.

11) How do I register for 3D Secure Authentication?

You can purchase an admission ticket even if your credit card is not registered with the identity authentication service "3D Secure" or is not a 3D Secure eligible card, but we recommend using 3D Secure to ensure safe shopping. ■Registration Procedure (1) Check the credit card brand logo in the lower right corner of your card. (2) Check the "Merchant Card Issuer List" of each credit card brand to see if the company that issues your credit card supports 3D Secure. *You can check the list of merchant card issuers from "Security" on the credit card issuer website. (3) Register for 3D Secure from the credit card issuer's website and obtain the password.

Delivery Method

1) How do I display my e-ticket?

You can view it from your order history. Tickets are scheduled to start displaying around August.

2) How do I receive my original ticket?

We will deliver it to your home listed on your support ID. The timing is scheduled for around August 26.

3) After selecting the original ticket as a pick-up method, I moved. What should I do?
Tickets can be mailed to the new address specified by changing the address registered in the cheering ID by a specific date.

4) Is there a limit to the number of tickets I can have?

There is no upper limit.

5) I want to print my e-ticket.

E-tickets can be downloaded as PDFs. Download the PDF, print it out on paper, and bring your ticket with you to enter.

6) Can I cool off

The cooling-off system does not apply to ticket purchases because it only applies to certain transactions, such as door-to-door sales. Please use our official resale service.

Admission

1) If I pick up my e-ticket, can I enter without a smartphone?

E-tickets can be downloaded as PDFs. Download the PDF, print it out on paper, and bring your ticket with you to enter.

2) Is it okay if the ticket buyer and the attendee are different?

As a general rule, it doesn't matter if the ticket buyer and the actual attendee are different. However, in the case of sessions that require partial identity verification, you may not be able to enter unless you are the registrant who has registered your visitor information in advance. In addition, the condition is that it does not fall under the following ticket acquisition methods that are not approved by the organization based on the ticket purchase and terms of use. (1) Ticket acquisition in violation of laws and regulations. (2) Obtaining tickets from a person who may resell, distribute, or provide tickets; (3) Obtaining tickets from persons who may have entered and submitted fraudulent or misleading information in the ticket application form.

Resale

1) When does the resale start?

The service is scheduled to start around July 2026.

2) Are there any requirements for using resale listings?

Resale listings are only possible if purchased from the official ticket sales site, the payment method is credit card, and the pick-up method is an e-ticket. Please note that tickets purchased outside of the official ticket sales site, tickets paid for at convenience stores, or original tickets (paper tickets) are not eligible for resale.

3) How do I know if I'm eligible for resale?

If "Apply for resale" is displayed in the order history on My Page, you can list it.

Refunds

1) Are there refunds for tickets?

Tickets cannot be canceled or changed due to customer convenience.

2) In the event of a refund, we will inform you of the details as soon as they are decided.

In the event of a refund, we will inform you of the details as soon as they are decided.

3) When will I get a refund?

In the event of a refund, we will inform you of the details as soon as they are decided.

4) I haven't received an email about my refund.

In the event of a refund, we will inform you of the details as soon as they are decided.

5) What happens if transportation stops due to bad weather and I can't reach the venue?

If the tournament is canceled due to any of the reasons specified in the Ticket Purchase and Terms of Use, the ticket purchaser will be entitled to a refund up to the face value of the ticket. Please note that we will not be able to compensate for incidental expenses such as travel expenses and accommodation expenses for any reason.

Website Environment

1) Recommended environment for using the website

[PC] Recommended browser • Windows: Microsoft Edge (latest version), Mozilla Firefox (latest version), Google Chrome (latest version) • Mac: Safari (latest version)
[Smartphone] recommended OS • Android: 11 or higher - iPhone: IOS 16 or higher
Recommended browser for smartphones - Android: Google Chrome (latest version) - iPhone: Safari (latest)

2) Does the website undergo periodic maintenance?

No maintenance is scheduled for the time being. However, the website may undergo maintenance on an as-needed basis.

3) How do you protect the security of credit card numbers provided by ticket purchasers?

We give the highest priority to the privacy and security of users, implement rigorous technical solutions for protecting data security, and are compliant with applicable international laws and regulations, such as the EU's General Data Protection Regulation (GDPR). Personal information you have provided to us will never be sold, used for any other purposes than those intended, or transferred in any other way to external parties.

[FAQs \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=3\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=3)

[Privacy Policy \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=2\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=2)

[Terms and Conditions \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=1\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=1)

[Ticket Purchase Terms & Condition \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=11\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=11)

[Specified Commercial Transactions Act \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=12\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=12)

[Contact Us \(https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=4\)](https://presale.tickets-aichi-nagoya2026.org/showNews.html?idNews=4)