Play! Pokémon League Handbook

ENGLISH VERSION

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1 Using This Handbook

This handbook contains valuable information to aid Pokémon Professors and store owners in successfully managing their League, while also outlining the various policies that Pokémon Organized Play has put in place to help standardize the experience of League attendees around the world. It should be read in conjunction with the Play! Pokémon Standards of Conduct found under the official Pokémon website <u>Rules and Resources section</u>.

If you have outstanding questions after reading through this handbook, please contact the <u>Pokémon Organized Play Customer Service</u> team by selecting the Play! Pokémon option, then clicking "Contact Us" and using the drop-down menu to select the "League" option under "What can we help you with?"

1.1 What is Pokémon League?

Pokémon League is a great, accessible way for Pokémon fans to get together and have some fun!

League events are open to all Trainers regardless of experience level or skill. Using their own cards and Pokémon video games, attendees can play, trade, and even earn cool prizes. The best part is they can do all this with other Pokémon players who love collecting and playing just as much as they do.

Pokémon League events are a great way to learn game basics and get a feel for Pokémon competitive play before beginning to compete in Pokémon tournaments. In fact, many Pokémon League locations also run Pokémon Championship Series competitions designed for Pokémon fans who are just getting started in competitive play. This is not the only thing that takes place at Pokémon League, however—learn-to-play sessions, structured trading, and casual battles with fun formats are just a few of the activities you might choose to include at your League events. It all depends on what your players most want to see.

All Pokémon League events are held in approved Play! Pokémon Store locations, and are run by official Pokémon Professors.

1.2 Applying for Pokémon League

The information contained in this handbook assumes the reader runs or helps to run a currently active Pokémon League.

Pokémon Organized Play welcomes applications for new Pokémon League locations! For details regarding how to apply, those interested should visit the below links.

<u>Start a League in Europe or South Africa</u> | <u>Start a League in the United States, Canada, Latin America,</u> Australia, or New Zealand.

1.3 Supporting Material

This handbook should be read in conjunction with the Play! Pokémon Standards of Conduct.

Leagues eligible for <u>Retail Program opportunities</u> should also consult the **Play! Pokémon Tournament Rules Handbook** for expanded information on the rules and policies that may apply to those events.

2 League Administration

To keep a Pokémon League location active and open in good standing, several brief administrative tasks should be performed both at the beginning of the League's launch and then repeatedly throughout each League Season that follows.

This section outlines the information needed to understand the various aspects of managing a League, as well as the administrative tools that are available on your League page. Links to your active League pages can be found near the bottom of your OP Tools Dashboard or Organizer Tools page.

2.1 League Details Page



The bulk of League administration takes place through the League Details page. The page has a layout roughly corresponding to the example shown here.

Where this section references a specific tool, its location on the League Details page will be noted accordingly.

Please note: For all communications, promotional materials, and other items issued by Play! Pokémon, only the information recorded under Contact Information (4) and Venue & Shipping Addresses (6) will be used. If the information under either section needs to be updated, please make the necessary changes by editing the contact info or by submitting a Change of Address Request. Please be aware when submitting a Change of Address Request that a member of the Pokémon Organized Play Market Development Team may contact you for additional information.

2.2 Definitions

2.2.1 League Owner

Leagues are an extension of the store/venue that hosts them; as such, League materials, administration, and changing of leadership are determined by the store owner. Store owners may designate themselves League Owners (preferred) by submitting the original application for the League, or they may delegate the League Owner role to another individual by having them submit the application.

The League Owner is ultimately responsible for the League's upkeep and its adherence to the Play! Pokémon League Rules. The League Owner is the primary contact for Pokémon Organized Play in all matters related to the League, unless there is a lapse in League Owner, in which case the store owner will act as the contact.

Pokémon Organized Play prefers that the League Owner be the owner of the store in which the League takes place. This ensures that the League remains active without interruption should store employees or volunteers who may have had some responsibility for the League move on.

Once the League Owner is determined, the role may not be assigned to anyone else without the assistance of the Play! Pokémon Customer Service team.

2.2.2 League Leader

A League Leader is a trustworthy and responsible individual who has been granted the ability by the League Owner to perform administrative tasks for the League, such as submit activity reports and schedule tournaments in association with the League.

The League Leader may also assume the responsibility of the League Owner for successful play sessions, should the League Owner be unable to attend. When the League Owner is present, the League Leader's role at play sessions should be to work alongside the League Owner to ensure players get the attention and inspiration they need to participate in an enjoyable League experience.

Each League may be assigned up to three League Leaders, and their specific responsibilities can be set by the League Owner at any time. League Leaders must have both the Organizer role and permission to sanction tournaments on behalf of the League using Play! Pokémon tournament software.

2.2.3 League Season

A League Season refers to a period of one calendar month at the end of which any players added to the Player Roster by the League Owner or Leaders will be automatically reported.

2.2.4 League Cycle

Each League cycle corresponds to a period of 12 League Seasons. A given League cycle typically begins in September and ends the following July.

2.3 Store Finder

The Edit Retail Details option may be used in order to provide or amend the information shown in relation to this League location when a visitor uses the Store Finder tool.

This option is only available to Play! Pokémon Store Leagues, and allows information such as the store website, contact details, and order or delivery options to be made visible. If you would like your store to be added to the Store Finder, please reach out to the Organized Play Retail Development team:

- For Europe and South Africa: retailereurope@pokemon.com
- For the rest of the world: playpokemon@pokemon.com

If this information is not provided, the location will not appear in searches made using the Store Finder tool.

Please note that the Store Finder is updated periodically. So, if your League has only recently been approved, it may not appear immediately.

2.4 Play Times

The League Details page contains a calendar tool that can be used to customize and display upcoming play sessions over the next six months.

A League that has play times scheduled for the future will be searchable using the <u>Event Locator tool</u>. Play times should be scheduled as soon as possible after a League is approved, so it can begin showing up in searches immediately.

Please reach out to our <u>Pokémon Organized Play Customer Service</u> team if play times have been added but do not appear in the Event Locator. Select "League or Store" option under "What can we help you with?"

2.5 Reporting

Timely and accurate reporting is necessary to help the Organized Play team determine the health of your Pokémon League. The number of attendees reported impacts the amount of League material and prize support your League may be allocated, as well as eligibility for most program opportunities. It is a requirement to remain in good standing with the program.

2.5.1 Player Registration

Each time a new player attends a League play session, their name, Player ID, and date of birth should be recorded in the League player roster using the "Add Player" tool.

That player will then remain in the roster until the current Play! Pokémon League cycle ends—so they do not need to be entered anew each month—and is automatically registered as having participated in the current League Season.

2.5.1.1 Generate New Player IDs

If a player at your League does not yet have a Player ID, the League Owner or League Leader can assign one to them.

To do so, navigate to the Organizer Information section of the OP Tools Dashboard, and select Order More Player IDs. Select the Print Booklets tab, and that select Generate Player ID booklet. This will generate a printable .pdf of 25 Player IDs that can be distributed to new League attendees.

Please Note

It is important that players who attend League are encouraged to activate their Pokémon Trainer Club accounts. When included in League activity reports, players without activated accounts do not contribute towards program eligibilities or material allocations.

2.5.1.2 Cycle-End Player Roster Erasure

The League player roster is erased at the end of each annual League cycle. All players must then be registered again by the League Owner or Leader. This practice is in place to keep the roster from accumulating past players who may no longer attend League sessions.

The annual League cycle usually ends on or around September 1.

2.5.2 Current Season Activity Report

League Owners and Leaders should confirm that all players who attended one or more sessions during a League Season are added to the League roster by the end of each reporting window as it is listed on the League Details page. At the end of each reporting window (the window ends on the 7th of the following month), a report including all listed players will be created automatically.

Because players who have attended past League Seasons remain in the roster until the end of the League cycle, the person responsible for submitting the report simply needs to indicate which of these players attended sessions in the current League Season.

Please Note

The number of players in each report directly influences the amount of promotional material that a League may be eligible to receive for the next League Season. For this reason, it is important to ensure that the information provided in this report is accurate.

Players should be included in a report only if they attended a valid League session. Players who only attended Premier Events at your location (e.g., Prereleases, League Challenges) should not be included, nor is it permitted to artificially inflate attendance numbers by including past attendees who were not present at any of the sessions in the current League Season.

Disciplinary action may be taken, up to and including loss of prizing, decreased allocations, or removal from Play! Pokémon programs, if it is discovered that a League has falsely reported.

2.6 League Statuses

2.6.1 Active

Leagues that are functioning normally and are up to date with administration are "Active."

2.6.2 Overdue

A League is given "Overdue" status when no players are reported as having attended within the last 3 months. A League that remains in Overdue status for 3 months will become "Inactive" and is at risk of being closed.

2.6.2.1 Removing an Overdue League Status

To remove the Overdue status, an activity report must be submitted. This report will automatically be associated with the Season that originally required it.

2.6.3 Inactive

Leagues become "Inactive" when no play times are scheduled.

Inactive Leagues do not appear in website searches, as there is nothing to tell potential players when they should attend.

Inactive Leagues are not eligible to receive any supplies or promotional material.

2.6.3.1 Removing an Inactive League Status

To remove the Inactive status, the League Owner or Leader should schedule play times for the current month, and as far into the future as is practical.

2.6.4 **Closed**

"Closed" Leagues no longer operate. They do not show up in website searches, and no reports may be placed on their behalf.

Only Pokémon Organized Play may apply the Closed League status. If you wish to close your League, or if you believe that your League has been closed in error, please contact the <u>Pokémon Organized Play Customer Service</u> team by selecting the Play! Pokémon option, then clicking "Contact Us" and using the drop-down menu to select the "League" option under "What can we help you with?"

3 League Material

League material is shipped quarterly and comprises exclusive promotional items that can be earned only by those who attend and play. Further information regarding changes to League material will be shared as it becomes available.

Please ensure that the shipping address listed on the League Details page is kept accurate, using the "Edit Address" option when necessary. Play! Pokémon cannot assume responsibility for shipments lost or misdelivered due to inaccurate address information.

Please Note

For Leagues located in Latin America, the shipping address should either be the League location itself, or the address of a League Leader in the same city (or municipal equivalent) as the League.

3.1 Contents

Play! Pokémon is always trying to delight our fans in new ways. League Owners are encouraged to reward actual League participation in a way that ultimately promotes both the League and the Spirit of the Game.

Further information regarding League material will be shared with the League's primary contact as it becomes available.

3.2 Leftover League Material

Promotional product intended for use at Play! Pokémon events, including as part of the Pokémon League program, must be distributed as directed wherever possible.

Such promotional material may not be sold by any League Owner or League Leader, in any capacity.

Beginning 30 days after the final League session at which these cards were intended to be distributed, the remainder may be used in conjunction with additional Play! Pokémon events at the League Owner's discretion. Otherwise, they must be destroyed.

Pokémon Organized Play suggests that leftover League material be distributed in any of the following ways:

- Allowing newer players the opportunity to earn older rewards they may not have seen before.
- Including it in prizing for tournaments associated with the League.
- Creating giveaways to advertise the League.
- Sharing with other Leagues in an active market who may have seen recent growth, and therefore have more players for the current League Season than materials to support them.

Failure to handle promotional product in an appropriate manner may impact a League's eligibility to participate in Play! Pokémon programs.

3.3 Misuse of League Materials

Just like breaking Street Date, Play! Pokémon considers Misuse of League Materials a severe infraction. Misuse of League Materials includes, but is not limited to, the selling of prize packs or staff promos, opening prize packs to sell individual cards, selling free promotional material provided by TPCi for League participation, selling Prerelease Build and Battle kits before the listed date for sale, or using Prerelease Build and Battle kits for anything other than instore events for attending players.

For information on selling Prerelease materials, please see section 6.3.4.2 in this Handbook.

Please note that failure to adhere to these rules might result in penalties dependent on the number of violations and the severity of those violations, as determined by Play! Pokémon.

League materials are distributed to provide a fun, exciting environment for those in our community wanting to participate in Pokémon events. Please use these materials according to the information provided in this handbook.

4 Individual League Policies

4.1 League Entry

Play! Pokémon League sessions and their associated tournaments should be open to all who meet the Participation Eligibility requirements set out by Pokémon Organized Play, though the following exceptions may be made:

- League Owners may choose to offer prioritized tournament registration to players who regularly attend their Pokémon League sessions.
- League Owners may choose to completely disallow entry to any player they feel to be a threat to the safety or enjoyment of others.

4.1.1 Entry Fees

League Owners may charge a fee to participate in League sessions.

Pokémon Organized Play makes no recommendation regarding entry fees beyond the stipulation that League Owners must follow all local legal requirements that may apply when deciding if, how, and what to charge.

4.2 Trading

League locations with high recruitment and retention rates report success in implementing some sort of trading policy for the members of their League.

These policies go a long way toward making parents feel confident about their children interacting with more experienced, potentially savvier League members, while also setting clear expectations for all players that the League is a fair and fun place for everyone.

The details of these policies and how they are administered varies among these Leagues, but the key theme is that trades are ultimately reviewed by a League official before they can be completed.

Pokémon Organized Play encourages League Owners or Leaders to be present during trade sessions and include parents in discussions with young members.

5 League Play

5.1 League Sessions

Pokémon League sessions can include any Pokémon-related activity. It is not a requirement to include TCG, Pokémon GO, or video game battles. League Owners and League Leaders have the freedom to cater their League events to their community's preferences.

A typical Pokémon League session is not run as a sanctioned tournament. Players are usually responsible for coordinating games, deck building, and trading sessions among themselves though the League Leader may help them to find someone to interact with.

If there is demand for tournament-style play among attendees, tournaments may be sanctioned during League sessions on Play! Tools. Tournaments scheduled and sanctioned in the way must be operated via the Tournament Operations Manager (TOM), and then uploaded once the event is complete. Please note, players will still need to be added to your League Roster page on Pokemon.com.

5.2 Card & Video Game Pokémon Legality

Attendees are only permitted to play and trade with genuine Pokémon Trading Card Game cards at all League sessions and associated tournaments.

Similarly, attendees participating with video games must use legitimate software and consoles, and they may only play and trade with Pokémon that have been legitimately obtained through regular gameplay (including the Pokémon Global Link and related functions of games released by The Pokémon Company and Nintendo) or that have been awarded as part of a distribution or special event.

Please Note

Any player knowingly using counterfeit cards or illegitimately obtained Pokémon may not be eligible to earn any promotional items for their participation during this time.

5.2.1 Counterfeit Cards

The use of counterfeit cards is strictly prohibited. However, newer players may not be aware that any of their cards fall under this category.

It is preferred that League Leaders be versed in the detection of counterfeit cards, and that those who unintentionally bring counterfeit cards to League can be assisted and educated in the same way.

6 Retail Program Opportunities

Leagues that meet the criteria required to be recognized as being held in a retail location may qualify for select opportunities offered by the Play! Pokémon Retail Program. This section outlines those opportunities, as well as the operation policies for each.

Leagues that are eligible to run the events listed below must take care to sanction each event using the Play! Tools platform. Each event must be run using the Tournament Operations Manager (TOM) software. Tournament results must be uploaded to Play! Tools in a. tdf format following the event to complete the tournament.

Details of how to become eligible for each opportunity may be found by visiting the official Pokémon website and navigating to the <u>"Organize Events" section</u>.

6.1 League Challenge

Pokémon Trading Card Game League Challenge tournaments are designed to provide players with small, entry-level events on a local scale. These events are a great way for players to ease themselves into the world of Premier Events.

6.1.1 Tournament Operations

TCG Format	Standard	TOM Mode	TCG League Challenge
Tournament Format	Swiss only	Game Type	Trading Card Game
Match Structure	Single game <i>or</i> best-of-three	Event Tag	(2024) League Challenge

6.2 League Cup

Leagues with a recent history of success in running League Challenges may be invited to schedule quarterly League Cups. League Cups are the next step up the Pokémon TCG Championship Series ladder. They offer players the chance to earn a greater number of Championship Points than League Challenges, so the competition tends to be a little more challenging.

6.2.1 Tournament Operations

TCG Format	Standard	TOM Mode	TCG League Cup
Tournament Format	Swiss plus Single Elimination	Game Type	Trading Card Game
Match Structure	Single game or best-of-three	Event Tag	(2024) League Cup
GO Format	Standard	TOM Mode	GO Premier Event

Tournament Format	Swiss + Single Elimination	Game Type	Pokémon GO
Match Structure	Best-of-three	Event Tag	2024 Challenge/Cup

6.3 Prerelease Events

Pokémon TCG Prerelease tournaments allow players to get their hands on the newest expansion and try out the latest cards in action ahead of that expansion's official release date.

Please Note

Prerelease events work quite differently than League Challenges and Cups. The below steps must be completed fully and within a specific window of time. Organizers who fail to do so may lose the opportunity to host a Prerelease event.

6.3.1 Reservations

Prerelease material must be reserved by completing an application to run an event. This reservation must be completed via a special form that Organizers receive directly. Only one reservation per eligible location may be placed, and only eligible Leagues will be contacted to complete their reservation for Prerelease.

By default, Play! Pokémon does not accept late submissions to the reservation process. Exceptions may be made where mitigating factors apply, but these are at Play! Pokémon's sole discretion and are not guaranteed.

6.3.2 Orders

Once a reservation has been placed and subsequently approved, eligible Organizers must then place an order for the material with their existing participating Pokémon TCG reseller.

Pokémon Organized Play will liaise with resellers to confirm that only the amount of product to which each Organizer is entitled may be ordered. The price, terms, and shipping details for Prerelease material are set at the discretion of each reseller.

A list of current participating resellers can be found in Appendix B.

New Leagues eligible for Prerelease will have an initial "fixed" allocation, but subsequent allocations can increase based on a League's reporting.

6.3.3 Tournament Operations

TCG Format	Sealed <i>or</i> Build & Battle Draft	TOM Mode	TCG Prerelease/Draft
Tournament Format	Swiss only or Swiss plus Single Elimination	Game Type	Trading Card Game
Match Structure	Single game or best-of-three	Event Tag	(2024) Prerelease

6.3.4 Prerelease Material

6.3.4.1 Prerelease Kit Contents

Each Prerelease Kit includes:

- 1 Build & Battle Box Display: 10 Pokémon TCG: Build & Battle Boxes*;
- 1 Booster Display: 36 Pokémon TCG booster packs for prizing and Judge support;

*Each Build & Battle Box includes:

- A 40-card ready-to-play deck, including 1 of 4 alternate-art promo cards;
- 4 Pokémon TCG booster packs;
- 1 deck-building tip sheet.

6.3.4.2 <u>Leftover Prerelease Material & Early Release Program</u>

Prerelease Kits that remain after the originally sanctioned events are over may be used to host additional Prerelease events. All Organizers may freely sell this material on and after the advertised release date of the expansion. Prior to this date, this material may only be sold for the purposes of participation in a sanctioned Prerelease event.

STAFF-stamped promo cards that are not given to judges or event staff can be given to judges or event staff at future events. Otherwise, they must be destroyed.

Any changes to Prerelease dates or conditions will be provided to approved Leagues via email.

Organizers in North America and Mexico territories:

Organizers in these markets are eligible for the Play! Pokémon Early Release Program. These Organizers may freely sell leftover material beginning the Monday prior to the advertised US release date of the expansion. If this policy applies in your market, it will be noted in our solicitation and approval communications.

6.3.5 Prizes

It is recommended that all players who completed the event receive 3 additional booster packs as a participation prize after the tournament.

However, the prize structure may be modified to suit the style of event. For example, if you and your players want a more competitive event, a 4-round tournament could be run, with each player earning 1 pack for participating, and then each win earns an additional booster pack.

Other prize structures are possible, but keep in mind that Prerelease events often last fewer rounds than would be necessary to determine a clear winner.

Please Note

- Prizes are to be distributed to players as outlined by Play! Pokémon immediately upon the conclusion of an event, or when a player has dropped/been eliminated and their placement is determined.
- Additional prizing beyond the boosters provided by Pokémon Organized Play is at the Organizer's/store's discretion.
- While things like store credit are fine prizes, competing products are not to be directly provided as prizes for Play! Pokémon events.

7 Summary of Changes

Date of previous issue: June 27, 2023

Date of current issue: October 6, 2023

1 Using This Handbook			
Section Page # Change			
Whole Document		Changed 2023 to 2024 for League Season	

	2 League Administration				
Section	Page #	Change			
2.0	3	To keep a Pokémon League location acting and open in good standing			
2.2.1	3	Deleted first paragraph; added: Leagues are an extension of the store/venue that hosts them; as such, League materials, administration, and changing of leadership are determined by the store owner. Store owners may designate themselves League Owners (preferred) by submitting the original application for the League, or they may delegate the League Owner role to another individual by having them submit the application. The League Owner is ultimately responsible for the League's upkeep and its adherence to the Play! Pokémon League Rules. The League Owner is the primary contact for Pokémon Organized Play in all matters related to the League, unless there is a lapse in League Owner, in which case the store owner will act as the contact.			
2.4	5	Link added for Event Locator. Added Customer Support link if play times do not appear on the Event Locator.			
2.5	5	as well as eligibility for most program opportunities			

2.5.1 / 2.5.1.1	6	Moved 'Please Note' section from 2.5.1 to 2.5.1.1
2.5.1.1	6	Change 20 Player IDs to 25 Player IDs
2.5.2	7	Added (the 7th of the following month) to reporting window section
2.5.2	7	Add to Please Note: Disciplinary action may be taken, up to and including loss of prizing, decreased allocations, or removal from Play! Pokémon programs, if it is discovered that a League has falsely reported.
2.6.2	8	To remove the Overdue status, an activity report must be submitted.
2.6.4	8	Changed URL linked to Customer Support

3 League Material		
Section Page # Change		Change

4 Individual League Policies				
Section Page # Change				
4.2	10	Removed last sentence, replaced with: We encourage League Owners or Leaders to be present during trade sessions and include parents in discussions with younger members.		

5 League Play				
Section	Page #	Change		
5.1	10	Removed last paragraph; replaced with: If there is demand for tournament-style play among attendees, tournaments may be sanctioned during League sessions on Play! Tools. Tournaments scheduled and sanctioned in this way must be operated via the Tournament Operations Manager (TOM), and then uploaded once the event is complete. Please note, players will still need to be added to your League Roster page on Pokemon.com		
5.1	10	Added Pokémon GO to 'TCG, Pokémon GO, or video game battles,'		

6 Retail Program Opportunities			
Section	Section Page # Change		
6.0	12	Changed 'complete in TOM' to 'run in TOM.' Added: "Tournament results must be uploaded to Play! Tools in a .tdf format following the event to complete the tournament.	
6.1.1	12	Removed 'Expanded'	

6.2.1	12	Added GO Challenges and Cups Table
6.3.1	12/13	Added to end of first paragraph: only eligible Leagues will be contacted to complete their reservation for Prerelease
6.3.2	13	Added final paragraph: New Leagues eligible for Prerelease will have an initial "fixed" allocation, but subsequent allocations can increase based on a League's reporting.
6.3.5		Removed first bullet: Do not reduce the total number of boosters in the prize pool below 3 packs per player

Appendix A

Prerelease Program—Participating Resellers*

United States				
Reseller Name	Languages Available			
ACD	English			
Alliance	English			
All Sports Mktg.	English			
Gold River Distribution	English			
GTS Distribution	English			
HAMPS Distribution	English			
Mad Al Distribution	English			
Magazine Exchange Inc.	English			
Peachstate Hobby Distribution	English			
Southern Hobby	English			
Sweet Deal Distribution	English			
Canada				
Reseller Name	Languages Available			
Grosnor Distribution	English			
Prince Distribution	English			
Universal Distribution	English			
Latin America				
Reseller Name	Languages Available			
Asmodee (Chile only)	Spanish			
Big Bang Entertainment	Spanish			
Coqui Hobby Distribution	Spanish			
Devir Américas	Spanish			
Devir Mexico (Mexico only)	Spanish			
Devir Chile (Chile only)	Spanish			
Gamesmart	Spanish			
Europe				

Reseller Name	Languages Available
AMIGO	German
Asmodee Benelux	English, French
Asmodee France	French
Asmodee Nordics	English
Asmodee The Netherlands	English
Asmodee UK	English
Bandai España	Spanish
Blackfire Entertainment CZ	English
Carletto AG	English, French, German
Gedis Edizione	Italian
Kaissa S/A	English
Rebel Poland	English

South Africa		
Reseller Name	Languages Available	
Solarpop	English	

Australia & New Zealand		
Reseller Name	Languages Available	
Banter	English	

^{*}Subject to change.

Appendix B

Local Language Resources

Customer Service Contacts

Language	Customer Service Portal
English	https://support.pokemon.com/hc/en-us
French (Français)	https://support.pokemon.com/hc/fr
German (Deutsch)	https://support.pokemon.com/hc/de
Italian (Italiano)	https://support.pokemon.com/hc/it
Spanish (Español)	https://support.pokemon.com/hc/es

Retail Program Information

Language	Customer Service Portal
English—UK	www.pokemon.co.uk/play-store
English—USA	https://www.pokemon.com/us/play-pokemon/organize/host-play-pokemon-events/
French (Français)	www.pokemon.fr/play-store
German (Deutsch)	www.pokemon.de/play-store
Italian (Italiano)	www.pokemon.it/play-store
Spanish (Español)	www.pokemon.es/play-store