

EVENT TICKET CANCELLATION INSURANCE

„Eventim – event ticket cancellation protection“

Insurance benefit

Event ticket cancellation insurance	Coverage limit
Reimbursement of the incurred cancellation fees as a result of an unexpected ticket cancellation due to occurred insured event, as described in the General terms and conditions.	Up to the specified limit as defined per country of the risk

Insured amount and insurance premium

Maximum insured amount per event ticket	Individual premium
Up to the amount as specified in the local terms and conditions.	5,5% of the event ticket price

General terms and conditions

Only those parts of the insurance conditions that correspond to the relevant set of services of the selected insurance package apply. Any dispute or claim arising out of or in connection with the insurance contract shall be governed by the laws of the relevant country. Please inform yourself about the exact scope of coverage by consulting the description of the selected product that you received when purchasing the insurance policy. The insurance events in the individual insurance coverages are described in details. Analogous expansion and interpretations with similar events that are not among those listed are not allowed. There are no agents or intermediaries authorized to enter into oral or written ancillary agreements for the purpose of providing insurance coverage that differs from the general or additional insurance conditions, or to consider facts that are binding on the insurer. Additional conditions or options are only valid if they are set out in writing and presented by the insurer on behalf of the company. The insurance premium is final and includes insurance tax, and no other additional fees are charged. Only the persons named in the insurance policy benefit from insurance coverage. The maximum sum insured of insurance coverage limits all benefits for insured events that occur during the insurance period. The maximum insured sum per ticket is specifically stated in the product description corresponding to the country in which the insurance product and event ticket is purchased.

Insured period

Insurance coverage begins with the conclusion of the insurance policy and ends with the start of the event. The insurance policy must be taken out and the premium must be paid on the day the event ticket is booked.

Documents required for claims settlement

- *Evidence of concluded insurance (Policy);
- *Completed claim form;
- *Confirmation of booked (purchased) ticket (e.g. invoice, receipt, ticket);
- *Credit note when part of the amount is refunded and/or a table with the organizer's cancellation conditions;
- *Detailed medical documentation incl. medical history regarding

the illness (eg patient's personal outpatient record, treatment documentation, medical results, epicrisis and other applicable documents);

*Police report;

*A protocol for an accident that occurred;

*Death certificate, document of family relationship (e.g. marriage certificate, address registration, birth certificate, etc.);

*Documents for divorce case/termination of employment contract/summons or other documents applicable to the claim case and requested by the Insurer;

(only the documents related to the insured event, are necessary to determine and prove the insurance claim)

Insurer:

AWP P&C S.A. (local branch as per the country of risk)
Legal representative: Dominic Gantner

Claims settlement:

Please refer to the local documents, as per country of risk

Complaints, requests, recommendations:

E: quality.at@allianz.com

Complaints against the Insurer:

Please refer to the local documents part of your purchase

Data privacy and protection:

Please refer to the local data protection documents