

TICKET CANCELLATION INSURANCE

Insurance product information document

SOLUCIA
SERVICE & PROTECTION JURIDIQUES

Insurer: **SOLUCIA PROTECTION JURIDIQUE, SA** with a supervisory board and management board, with share capital of **€9,600,000**

- Insurance company registered with the Paris Trade and Companies Register (France) under number 481 997 708, with its registered office at
111, avenue de France, CS51519, 75634 Paris Cedex 13, France – governed by the French Insurance Code – Approval number : 228526 - subject to supervision by the ACPR, 4 place de Budapest, CS 92459, 75436 Paris Cedex 09

This information document provides a summary of the main guarantees and exclusions of the product and does not take into account your specific needs and requirements.

Full pre-contractual and contractual information on this product is provided in the insurance contract documents

What type of insurance is this?

MEETCH Ticket Insurance is insurance designed to cover the inability to attend a booked event.
The types of events covered are defined in the contract.



What is covered?

YOUR SYSTEMATIC COVERAGE

✓ Reimbursement of the insured ticket(s) up to a limit of €1,000 including VAT per ticket and €5,000 including VAT per basket (all tickets purchased by the insured) in the event of inability to attend the booked show in the following cases:

- Physical accident, illness of one of the insured persons
- Accident, illness or death of a family member resulting in the inability to attend the Show
- Accident, illness or death of the person who was supposed to look after the Insured's minor children during the Show
- Pregnancy complications
- Birth of a child or grandchild of the Insured
- Strike of transport public day of the insured event
- Significant material damage affecting the Insured's home or business premises
- Summoning of the Insured as a juror or witness
- Summoning of the Insured to a resit examination
- Professional constraints on the Insured
- Theft of the Insured's identity documents needed to travel to the location of the insured event or to collect their insured Ticket
- Theft of the insured Ticket(s) by burglary or assault
- Immobilisation of the Insured's vehicle until the day after the event
- Any other unforeseen event (subject to conditions) preventing the Insured from attending the Show.

Limits of cover:

- In the absence of supporting documents (a 30% excess will be applied to the amount of the insured ticket reimbursement).

Coverage preceded by a tick

are automatically



What is not covered?

✗ Cancellation of the event or postponement or change in the date, venue, schedule, programme or organisation of the event originally booked by the organiser or the event venue.

✗ Error in selecting the ticket and/or error in entering the order.



Are there any exclusions from the cover?

Main exclusions:

- ✓ Suicide, attempted suicide;
- ✓ Accidents or illnesses that existed prior to taking out the insurance policy;
- ✓ Theft without breaking and entering or assault;
- ✓ Events of which the member was aware prior to signing the contract.
- ✓ Loss of insured tickets or identity documents;
- ✓ Intentional misconduct;
- ✓ Negligence;
- ✓ Suspension of public transport following a judicial or administrative decision;
- ✓ Failure to comply with health regulations put in place by the government in force for access to events or any type of venue open to the public;
- ✓ Epidemics, pandemics as defined by the Ministry of Health or the WHO;
- ✓ Accidents or illnesses that have been initially diagnosed, treated, relapsed or hospitalised prior to the date of joining the Contract;
- Illnesses requiring psychiatric medication and/or psychotherapy, except where they have resulted in hospitalisation for more than four consecutive days, including the date of the Show.



Where am I covered?

- ✓ Worldwide for events eligible for cover. However, compensation can only be paid at the member's place of residence.



What are my obligations?

- **Upon enrolment:**
 - Pay the insurance premium.
- **In the event of a claim:**
 - Report any claim within 5 days of becoming aware of the event.



When and how should payments be made?

The insurance premium is paid in full by the Member at the same time as booking the ticket.



When does the cover start and when does it end?

Coverage takes effect immediately after validation by the Member at the time of purchase of the insured Ticket(s) and payment of the premium to the distributor.

Coverage automatically ends on the day and time of the event or, in the case of tickets valid for several days, at the end of the first day of the event.



How can I terminate the contract?

Membership is concluded for a fixed term.

Termination may occur in the following cases:

- If the guarantee limits are reached;
- In the event of cancellation of the insured event;

The request must be made to the managing broker by email or post.

Ref: 2026.01_ORD121068S8V1_BILLETTERIE MEETCH-SEE TICKETS_PHENOMEN_DIPA

