

Ticket Cancellation Insurance



Insurance Product Information Document

Company: AIG Europe SA, an insurance company registered in Luxembourg (Trade & Companies Register No. B 218806).

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Product: SEE TICKETS Ticket Cancellation Insurance

This information document is not a pre-contractual document. It provides a summary of the policy's main covers and exclusions. It does not take into account your specific needs and requests. Full information about this product can be found in the pre-contractual and contractual documentation.

What type of insurance is it?

This product is a group damage insurance policy for persons residing in the European Economic Area or Monaco who have purchased one or more show tickets on the SEE TICKETS website. Its purpose is to cover the inability of the holder(s) to attend the reserved show due to certain events.



What is insured?

The insurer will reimburse the insured ticket(s) if the insured person(s) is/are unable to attend the show for one of the following causes occurring after the date of subscription to the insurance policy:

- ✓ Personal injury, illness or death of one of the insured persons;
- ✓ Personal injury, illness or death of a family member;
- ✓ Bodily injury, illness or death of the person who was supposed to take care of the insured's minor children during the show;
- ✓ Pregnancy complication in the insured person;
- ✓ Birth of a child or grandchild of the insured person;
- ✓ Strike of public transport;
- ✓ Significant material damage;
- ✓ Convening of the insured person as a jury member or witness;
- ✓ Convening of the insured person to a make-up examination;
- ✓ Work duress of the insured;
- ✓ Theft of identity papers (identity card or passport);
- ✓ Theft with assault or burglary of the insured ticket(s);
- ✓ Immobilisation of the insured's vehicle;
- ✓ Any other random event, resulting from an unintentional, unknown or unforeseeable circumstance which is beyond the insured's control;
- ✓ The insured's medical treatment or isolation due to Covid-19 infection (SARS-CoV-2 or coronavirus 2019 or its variants). Coverage is extended when the insured person is a "contact case" of a family member who is living in the same household as the insured and infected with Covid-19 (SARS-CoV-2 or coronavirus 2019) or one of its variants.

COVERAGE LIMIT PER CLAIM:

The coverage is limited to 1 (one) loss per Insured Ticket, up to a maximum of 3,000 euros including tax.

MAIN RESTRICTION:

If all the required supporting documents cannot be provided, a deductible of 30% of the purchase price of the insured ticket, including tax, will remain at the policyholder's expenses.

If the insured contracts Covid-19 (SARS-CoV-2 or coronavirus 2019 or its variants), a medical certificate or positive test must be provided.



What is not insured?

- ✗ Cancellation or postponement of the show by the organiser or the venue.
- ✗ Ticket buyers who are not domiciled in a country of the European Economic Area.
- ✗ Show tickets that have not been purchased on the SEE TICKETS website



Are there any exclusions to the coverage?

MAINE EXCLUSIONS

- ! Error in the number of tickets booked, in the date and place, in the choice of the category of place, duplicate purchase of tickets at the time of booking;
- ! Cancellation or postponement or modification in the date, place, time, programming or organisation of the show booked;
- ! Malfunction of the booking platform;
- ! Accident or illness that was the subject of an initial finding, treatment, relapse or hospitalisation prior to the purchase date of the policy;
- ! Non-compliance with the health regulations in force put in place by the government to attend shows or enter any type of premises receiving the public;
- ! Loss of insured tickets or identity papers;
- ! Periodic medical examinations for check-ups or observations;
- ! Wilful or fraudulent misconduct by the insured;
- ! Epidemic or pandemic declared by the Ministry of Health or WHO, except in case of infection of the insured person with Covid-19 (SARS-CoV-2 or coronavirus 2019 or its variants) or when the insured person is a "contact case" of a family member living in the same household as the insured person who is infected with Covid-19 (SARS-CoV-2 or coronavirus 2019), or one of its variants.



Where am I covered?

- ✓ The policyholder is covered for claims occurring anywhere in the world.
- ✓ Compensation shall be paid exclusively at the place of the policyholder's residence.



What are my obligations?

Upon enrolment to the policy:

- Pay the insurance premium (the amount of which is indicated on the membership certificate) on the SEE TICKETS website at the same time as you book the show.

In the event of a claim:

- Report any claim under the conditions and within the time limits set out in the contract, detailing the circumstances in which the loss occurred. The insured person is responsible for providing the supporting documents requested,
- In the event of theft, file a report with the competent authorities and provide a copy of the report.

Any misrepresentation of the circumstances or consequences of a claim shall result in the loss of the right to receive compensation.



When and how to make payments?

The insurance premium is paid by the member in full to SEE TICKETS at the same time as the policy is purchased and the show is booked.



When does the coverage begin and when does it end?

The coverage shall take effect immediately on the day of enrolment to the policy on the SEE TICKETS website at the time of purchase of the insurable tickets, subject to payment of the premium. If the price of the show is paid in instalments, the coverage shall take effect on the day of payment of the final instalment of the tickets.

The coverage automatically ceases on the date and time of the booked show or, in the case of tickets which are valid for several days, at the end of the first day of the booked show.



How can I terminate the policy?

The insurance policy cannot be terminated during the coverage period, but the policyholder may waive his/her membership in the policy within 14 days of joining, unless an insured requested to benefit from "Cancellation Insurance" coverage during this period.