

**Information and advice sheet prior to subscription to the insurance policy  
“SEE TICKETS Ticket Cancellation Insurance”**

You just bought tickets for a show. If you reside in a country in the European Economic Area or Monaco and wish to protect yourself against certain events that may prevent the ticket holder(s) from attending the show, “SEE TICKETS Ticket Cancellation Insurance” is the perfect solution. It is specified, however, that the show ticket may be purchased independently of the insurance.

**This information sheet is a pre-contractual document. It is provided to you pursuant to Articles L112-2 et seq. and L521-2 et seq. of the French Insurance Code.**

**The comprehensive description of the “SEE TICKETS Ticket Cancellation Insurance” and its exclusions are contained in the enclosed information leaflet, which we invite you to read carefully before making your decision to join or not.**

## WHAT IS COVERED?

**“SEE TICKETS Ticket Cancellation Insurance” reimburses the insured ticket(s) if you are unable to attend the show for one of the following causes, occurring after the date of enrolment to the contract:**

- 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 on the day of the show;
- 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, provided that it results from a circumstance unintended by the insured or a member of his/her family, which was unknown or unforeseeable on the day of accession to the policy, resulting from a cause beyond the insured's control;
- The insured's medical treatment or isolation resulting from the insured's infection with Covid-19 (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.

**The coverage is limited to 1 (one) claim per insured ticket, up to a maximum of 3,000 euros including tax.**

## WHAT IS THE PRICE?

The amount of the insurance premium depends on the price of the ticket purchased. The exact amount is indicated on the SEE TICKETS website before purchasing the policy.

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.

## WHAT IS EXCLUDED?

**There are exclusions to the coverage. The policy does not cover cancellations due to certain events, including the following<sup>1</sup>:**

- **Error in entering the selection of ticket(s)/error in entering the order(s), namely: error in the number of tickets booked, error in the date, error of location, error in the choice of the category of place, duplicate purchases of tickets by the insured or by a third party on behalf of the insured at the time of booking the show;**
- **Cancellation of the insured show itself or postponement or modification in the date, place, schedule, programming or organisation of the initially booked show;**
- **Malfunctions 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;**

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<sup>1</sup> The full list of exclusions is included in the Information Notice.

- **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 observation;**
- **Wilful or fraudulent misconduct committed by the insured;**
- **Events for which the insured's "Cancellation Insurance" coverage may apply which were known to the insured at the time the policy was purchased;**
- **Failure to present, for any reason whatsoever, one of the documents required to collect the insured ticket(s), except in the case of theft of identity papers;**
- **Strikes, other than public transport strikes.**
- **Acts of civil or foreign war, riots, popular movements, acts of piracy, acts of terrorism, politically-motivated acts of violence, etc.;**
- **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.**

All of the exclusions are included in the information notice.

## HOW CAN I GET COMPENSATED IN THE EVENT OF A CLAIM?

In the event of a claim, the policyholder must report the claim as soon as he/she becomes aware of it and within no more than 5 working days of the date of occurrence of the claim, that is from the time the Insured became aware of the impediment to attending the show.

The price of the insured ticket within the coverage limit (less any amounts reimbursed by the organiser of the show) will be reimbursed in full to the policyholder by bank transfer within 48 working hours of receipt by the insurer's manager of all supporting documents.

In event of a split payment, the reimbursement of the price of the tickets is subject to its full payment.

If all the 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 by the insured. If the insured person is a "contact case" with a family member living in the same household, he or she must also provide proof of Covid-19 infection and proof of address for that family member. Failing this, the insured may not benefit from the coverage.

## WHAT IS THE DURATION OF THE COVERAGE?

The "Cancellation Insurance" coverage takes effect on the day of accession to the Policy on the SEE TICKETS website at the time of purchase of the insured tickets (subject to payment of the premium) and automatically ceases on the date and time of the booked show or, in case of tickets which are valid for several days, at the end of the first day of the booked show.

In the event of a split payment, the "Cancellation Insurance" coverage shall take effect on the day of payment of the final instalment of the ticket.

## HOW CAN I WAIVE MY MEMBERSHIP?

The policyholder may cancel his/her membership in the policy within 14 days by sending an e-mail to PHENOMEN at one of the following email addresses: [contact@meetch.io](mailto:contact@meetch.io) or by post to 141, avenue de Wagram 75017 Paris.

This document can be prepared using the following template: *"I, the undersigned, [surname, first name and address], wish to waive my membership in "Cancellation Insurance" policy no. 2.500.361 and request reimbursement of the premium already paid, as applicable. Date and signature"*.

The insurance premium paid when purchasing the policy will be reimbursed in full to the member.

However, if the Policyholder requests to benefit from the "Cancellation Insurance" coverage during the cancellation period, under the conditions provided in this Information Notice, he/she may no longer exercise his/her right of waiver, and this declaration constitutes his/her agreement to the immediate performance of the Policy. Moreover, this right to waive can no longer be exercised from the date of the show.

## WHAT SHOULD I DO IN THE EVENT OF A COMPLAINT?

9.1 In the event of dissatisfaction with the enrolment in the Policy, the complainant can contact PHENOMEN at the following postal address 141, avenue de Wagram 75017 Paris, or at the following email address: [reclamation@meetch.io](mailto:reclamation@meetch.io)

The complainant will receive an acknowledgment of receipt within 10 (ten) working days from the sending of the written complaint and a response will be provided within 60 (sixty) days (except in special circumstances in which case the complainant will be informed).

When the complainant is a natural person acting for non-professional purposes, he or she may, within 2 (two) months after sending of his or her written complaint, or if the disagreement persists after the response provided by PHENOMEN, refer the matter to the French Insurance Ombudsman by post to the following address: La Médiation de l'Assurance, TSA 50110, 75441 Paris Cedex 09, or by completing the online form available at [www.mediation-assurance.org](http://www.mediation-assurance.org).

9.2 If the complainant is not satisfied with the performance of the Policy, he or she can contact the customer service department of the French branch of the Insurer at the following address: AIG Europe SA - Service Clients, Tour CBX, 1 passerelle des Reflets, CS 60234, 92913 Paris La Défense Cedex. The request must indicate the policy number and specify the subject matter.

The French branch of the Insurer undertakes to acknowledge receipt within 10 (ten) working days from the sending of the written complaint and to provide a response within no more than 30 (thirty) days following the date of receipt of the complaint (except in special circumstances in which case the complainant will be informed).

When the complainant is a natural person acting for non-professional purposes, he or she may, within 2 (two) months after sending of his written complaint, or if the disagreement persists after the response provided by the French branch of the Insurer, refer the matter to the French Insurance Ombudsman by post to the following address: La Médiation de l'Assurance, TSA 50110, 75441 Paris Cedex 09, or by completing the online form available at [www.mediation-assurance.org](http://www.mediation-assurance.org).

As AIG Europe SA is a Luxembourg insurance company, the complainant may also, if the disagreement persists after the response provided by the French branch of the Insurer or in the absence of a response after 90 (ninety) days:

1. escalate the complaint to the Insurer's registered head office by writing to [aigeurope.luxcomplaints@aig.com](mailto:aigeurope.luxcomplaints@aig.com)
2. contact one of the Luxembourg mediation bodies whose contact details can be found on the website of the Insurer's head office at the following address <http://aig.lu>; or
3. file an extra-judicial appeal before the Commissariat Aux Assurances of Luxembourg (CAA), either by post to the address of the CAA, 7 boulevard Joseph II, L-1840 Luxembourg, or by fax sent to the CAA at +352 22 69 10, or by email by writing to [reclamation@caa.lu](mailto:reclamation@caa.lu), or online on the CAA website <http://www.caa.lu>.

None of the above amicable remedies shall prejudice the complainant's right to bring legal action.

When the contract has been taken out online, the complainant also has the option of using the European Commission's Online Dispute Resolution (ODR) platform at the following address: <http://ec.europa.eu/consumers/odr/>

The Insurer's customer satisfaction policy is available on its website at the following address: <http://www.aig.com>

The broker's customer satisfaction policy is available on its website at the following address: <https://www.pheno.men> or <https://www.meetch.io>

## LANGUAGE OF THE CONTRACT AND APPLICABLE LAW:

French is the language used for the policy and for any exchanges that will take place throughout its term. The policy is governed by French law.

## WHO ARE WE?

"SEE TICKETS Ticket Cancellation Insurance" is an optional group damage insurance policy subscribed by **SEE TICKETS, SAS** with capital of €290,482.40, whose registered office is located at 12, rue de Penthièvre 75008 Paris, registered with the Paris Trade and Companies Register under number 453 942 948, in the name and on behalf of its subsidiaries, from **AIG EUROPE SA**, an insurance company registered in Luxembourg (Trade & Companies Register No. B 218806), whose registered office is at 35 D Avenue J.F. Kennedy, L-1855, Luxembourg and whose branch office for France is located at Tour CBX, 1 Passerelle des Reflets, 92400 Courbevoie, Nanterre Trade and Companies Register 838 136 463. The marketing of insurance policies in France by the French branch of AIG Europe SA is subject to the applicable French regulations, under the supervision of the Autorité de Contrôle Prudentiel et de Résolution, 4 place de Budapest, CS 92459, 75436 Paris Cedex 09. <https://acpr.banque-france.fr/>. AIG Europe SA is approved by the Luxembourg Ministry of Finance and controlled by the Commissariat aux Assurances 11, rue Robert Stumper, L-2557 Luxembourg, Grand Duchy of Luxembourg, Tel: (+352) 22 69 11 - 1, [caa@caa.lu](mailto:caa@caa.lu), <http://www.caa.lu>. AIG Europe SA's annual solvency and financial situation report is available at <http://www.aig.lu/>.

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