

# Event ticket cancellation insurance

Insurance Product Information Document

Insurer: AWP P&C S.A., local branch

Product: "Eventim – event ticket cancellation insurance"

This information document provides a summary of the main information about the insurance product "Eventim - Event Ticket Cancellation Insurance". Full pre-contractual and contractual information is provided in the documents related to the insurance contract.

## What is this type of insurance?

"Eventim - event ticket cancellation insurance" covers costs incurred when canceling a ticket for an organized event. The insurance covers the amount that is not reimbursed by the organizer of the event, after the occurrence of an insured event, which event prevents the presence of the insured person at the organized event.



### What is insured?

**Cancellation of the ticket for the event due to unforeseen circumstances beyond the control of the insured:**

- ✓ Reimbursement of cancellation costs for a paid ticket canceled due to reasons as described in the General Terms and Conditions;



### What is not insured?

- ✗ Events that are directly or indirectly related to riots, hostilities, terror of any kind ;
- ✗ Events caused by strikes ;
- ✗ Events resulting from violence related to public gatherings or demonstrations, if the insured takes an active part in them;
- ✗ Events related to suicide or attempted suicide of the insured;
- ✗ Events related to restrictive regulations imposed by local authorities;
- ✗ Events caused by the impact of ionizing radiation /radiation/, according to the definitions in the relevant law;
- ✗ Events that the insured suffers as a result of the use of alcohol, drugs, medication or due to delay in prescribed treatment;
- ✗ Events occurring during motor racing (races and rallies) and related training;
- ✗ Events in the insured's state of health that have occurred or are expected to occur at the time of conclusion of the insurance or the beginning of the organized event. This also applies to existing diseases;
- ✗ Events due to epidemics and pandemics, except for the provisions specified in the "Coverage in case of cancellation" section;
- ✗ Events occurring during trips undertaken or not canceled despite official warnings of the highest degree by the Ministry of Foreign Affairs;
- ✗ Events that are directly or indirectly related to natural disasters, climate impacts, earthquakes;
- ✗ Events related to embargo, economic, financial or commercial sanctions, which are applied to the insurance policy, preventing the payment of insurance compensation;

**Additional insured events related to "Cancellation Coverage" that are not covered by the insurance :**

- ✗ Insurance events related to the cancellation of the organized event by the party or due to the fault of the organizer;
- ✗ Събития свързани с предварително планирани или очаквани операции, отложени операции или интервенции;
- ✗ Impossibility to attend the organized event, due to delay in recovery after treatment;
- ✗ Insurance events related to voluntary consent for treatment;
- ✗ Events that are caused intentionally or due to gross negligence of the insured;



### Are there any restrictions on cover?

- ! Up to the maximum insured limit per ticket as per the local terms of the country of risk .



## Where am I covered?

- ✓ Coverage is valid worldwide for event tickets purchased via Eventim.



## What are my obligations?

In order to avoid cancellation of the policy, refusal or reduction of the amount of the damage, the insured is obliged to:

- ✓ **In case of an insured event:**
  - to contact the insurer, after the occurrence of the insured event, in order to file an insurance claim in accordance with the general rules and conditions of insurance and to provide the insurer with all accompanying documents necessary for processing the insured claim;
  - to promptly contact the company organizing the event and take action to cancel the ticket and limit the costs of canceling the ticket;;
  - to inform the insurer in case of double insurance, as well as whether he has received payments from another insurer for the full or part of the damage amount;



## When and how do I pay?

- ✓ The insurance premium is paid in full immediately after concluding the insurance policy;



## When does the cover start and ends?

- ✓ Insurance coverage begins with the conclusion of the insurance and ends with passing through the transit control of the relevant organized event.



## How do I cancel the contract?

- ✓ The insurance contract is terminated with the expiration of the specified insured period.