

# Missed Event Insurance

## Insurance Product Information Document

**Company:** AWP P&C SA, registered office 7 Rue Dora Maar, 93400 Saint-Ouen, France. Registration no. 519490080 RCS, authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the Financial Conduct Authority (FCA) and limited regulation by the PRA. Details about the extent of our regulation by the PRA are available from us on request.

### Product: Ticketmaster Missed Event Insurance Policy

This document only provides a basic summary of policy cover. The full terms and conditions of the contract are shown on the policy document, which you should read carefully to ensure you have the cover you need.

## What type of insurance is this?

This is missed event insurance which covers you if you are unable to attend the event you have booked.



### WHAT IS INSURED?

#### ✓ Ticket Cancellation Cover (Up to £1,000)

Refund of the face value of your event ticket(s) plus any booking fees or postage costs paid, if you are unable to attend the event for one of the specified reasons.

#### ✓ Event Travel Costs (Up to £100)

Cover for non-refundable unused, pre-paid parking or transportation costs when you are unable to attend your event for a covered reason.



### WHAT IS NOT INSURED?

- ✗ Claims where you cannot provide sufficient supporting evidence.
- ✗ Any accommodation costs.
- ✗ Cancellation, abandonment, postponement or relocation of the event made by the artist, performer, organisers or promoters of the event.
- ✗ Claim circumstances you were aware of before your policy was issued or tickets were booked (whichever is the later).
- ✗ Claims that are caused as a direct or indirect result of something you are claiming for, such as loss of accommodation costs.
- ✗ Claims for event tickets which have a value of under £10.



### ARE THERE ANY RESTRICTIONS ON COVER?

- ! Cover is only available to residents of the UK, Channel Islands or Isle of Man.
- ! Only events within the UK or Republic of Ireland are covered.
- ! Event tickets must be purchased from Ticketmaster through Ticketmaster.co.uk.
- ! Cover does not apply to season tickets or annual passes.
- ! The policy contains General Conditions that you have to meet for cover to apply.
- ! The policy contains exclusions relating to specific circumstances.
- ! There is limited cover for strike action.
- ! There is limited cover for existing health conditions.



## WHERE AM I COVERED?

- ✓ You are only covered for events within the UK or the Republic of Ireland.



## WHAT ARE MY OBLIGATIONS?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you will need to make a claim.
- You should take reasonable care to protect yourself and your property against accident, injury, loss and damage and to minimise any claim.



## WHEN AND HOW DO I PAY?

You will need to pay your policy premium in full in order for cover to apply. All cover will end if payment is incomplete or rejected, or if the policy is cancelled.

The premium can be paid using one of the payment options given to you by the seller of this insurance.



## WHEN DOES THE COVER START AND END?

Your policy provides cover during the period shown on your insurance confirmation.



## HOW DO I CANCEL THE CONTRACT?

You have 21 days from the date of receiving your policy documents, to ensure that they meet your requirements.

If you wish to cancel the contract during this period, you should email **[missedeventinsurance@allianz-assistance.co.uk](mailto:missedeventinsurance@allianz-assistance.co.uk)**

call **0345 641 9726** or write to Allianz Partners, Missed Event Insurance, 102 George Street, Croydon, CR9 6HD.

Your premium will be refunded in full, although if you have attended the event, made a claim or intend to make a claim, we will not refund your premium.

You may still cancel the contract after this 21 day cancellation period but no refund will be made.