

# FREQUENTLY ASKED QUESTIONS

Welcome to the Allianz Event Ticket Cancellation Insurance FAQ section!  
Here, we provide you with essential information about travel insurance.  
Below, you will find answers to frequently asked questions, from the benefits of travel insurance to the claims process.

## GENERAL QUESTIONS

### WHY PURCHASE EVENT TICKET CANCELLATION INSURANCE?

Event Ticket Cancellation Insurance allows you to get reimbursement of your ticket cost if a covered unforeseen reason prevents you from attending the event.

This includes reasons such as accident, illness, emergency home repair, redundancy, and other unforeseeable events. You can view the complete list of covered reasons in the policy Terms & Conditions.

### WHO CAN BUY THIS INSURANCE?

This ticket cancellation insurance policy is designed for you if you are an individual purchasing event tickets on the Ticketmaster website and if you wish to be protected against certain unforeseen events beyond your control, which could prevent you from attending the event. To be eligible for this insurance, you must be a resident of Holland.

### HOW CAN I BUY THE EVENT TICKET CANCELLATION INSURANCE?

Event Ticket Cancellation Insurance is offered as an option when purchasing your tickets. All you have to do is add it to your basket and your tickets will be insured as soon as your purchase has been made.

### HOW CAN I CANCEL MY EVENT TICKET CANCELLATION INSURANCE POLICY?

You can submit a policy cancellation request via <https://allianz-protection.com>.

You will be issued a refund if you cancel within the policy cancellation period shown in your confirmation email, provided no claim has been made and your event has not started.

### WHERE CAN I FIND MY POLICY NUMBER?

The insurance policy number is shown in the confirmation e-mail you have received and in the certificate of insurance provided to you after purchasing your insurance.

### HOW DO I KNOW WHAT MY COVER LIMITS ARE?

Please refer to the cover summary in the Event Ticket Cancellation policy Terms & Conditions, which are provided with your confirmation email. You will find all the details of your policy, including benefits, coverage limits, covered reasons and exclusions.

## SPECIFIC QUESTIONS ABOUT EVENT TICKET CANCELLATION INSURANCE

### I NO LONGER WANT TO ATTEND THE EVENT. CAN I GET REIMBURSED FOR THE COST OF MY EVENT TICKET?

No, Event Ticket Cancellation Insurance does not provide cover for changing your mind about attending the event.

### THE EVENT IS CANCELLED, CAN I GET MY TICKET COST REIMBURSED?

No, ticket cancellation insurance does not cover event cancellation by the venue or promoter. Only event ticket cancellations made by you, as a result of a covered reason, are considered under your Event Ticket Cancellation Insurance. To obtain a refund for a cancelled event, we suggest you contact the event ticket provider customer service directly.

## **I HAVE A PRE-EXISTING MEDICAL CONDITION THAT PREVENTS ME FROM ATTENDING THE EVENT. CAN I CANCEL AND GET REIMBURSED FOR THE COST OF MY TICKETS?**

Reimbursement for cancellation due to a pre-existing medical condition varies according to your country of residence and the status of the medical condition at the time you purchased your event ticket cancellation insurance. Please refer to the policy Terms & Conditions.

## **A FAMILY MEMBER WHO IS NOT ATTENDING THE EVENT IS HOSPITALIZED, AND I CAN NO LONGER ATTEND THE EVENT. CAN I GET REIMBURSED FOR THE COST OF MY TICKET?**

Yes, if you can no longer attend the event due to a family member being hospitalised, you are eligible for reimbursement for the cost of your event tickets, subject to the policy Terms & Conditions.

## **IF I OR MY EVENT COMPANION IS SICK AND CANNOT ATTEND THE EVENT, CAN WE GET REIMBURSED FOR THE COST OF OUR TICKETS?**

Yes, if you or your event companion is sick and can no longer attend the event, you are eligible for reimbursement for the cost of your event tickets, subject to the policy Terms & Conditions.

## **ARE THERE ANY EXCLUSIONS TO MY INSURANCE POLICY?**

Yes, there are exclusions in Event Ticket Cancellation Insurance policies. These are specific situations or circumstances where the insurance cover does not apply. Some common exclusions may include events being cancelled or postponed by the venue or promoter for any reason, acts of war or terrorism. The full list of exclusions are all featured in the policy Terms & Conditions.

# **FILE A CLAIM**

## **HOW CAN I GET REIMBURSED FOR THE COST OF MY EVENT TICKETS?**

If you cannot attend the Event for a covered reason and want to get reimbursed for your event ticket cost, the quickest and easiest way to file a claim is to visit the website at [www.allianz-protection.com](http://www.allianz-protection.com). To get started, you'll need your email address or policy number, as well as the date of the event and policy purchase date.

You can also contact us at [claims.awpeurope@allianz.com](mailto:claims.awpeurope@allianz.com).

Documentation to support your claim is required before we can review your claim. Once you have submitted your claim, you will receive a confirmation email.

## **HOW DO I CHECK THE STATUS OF A CLAIM?**

For the quickest service, check the status of your claim online at [www.allianz-protection.com](http://www.allianz-protection.com).

## **WHERE CAN I FIND MY POLICY NUMBER?**

The insurance policy number is shown in the confirmation e-mail you have received and in the certificate of insurance provided to you after purchasing your insurance.

## **WHY DO I NEED TO SUBMIT DOCUMENTATION?**

Supporting documentation enables us to verify your claim, and it is required in order for us to start the assessment process. The documentation required depends on your claim type and reason. It may include receipts, medical certificate, police reports, photos, etc.

## **WHY WAS MY CLAIM DENIED?**

Some common reasons for claim denials are for example:

- Your claim reason does not meet the requirements stated in the policy
- Your claim reason is listed under "General Exclusions" in the policy

It's important to read the policy Terms & Conditions before you attend the event or make a claim to understand what is and is not covered.