

# Cancellation insurance for tickets

Document containing information about insurance product



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Product: Cancellation insurance 03201-3

This product sheet gives you an overview of the types of cover provided under the insurance. The product sheet is not a complete description of what and how the insurance covers, and it does not consider individual needs and wishes. The certificate of insurance and accompanying insurance terms and conditions constitute the final agreement with us. On eventim.no, you can always see the insurance terms and conditions applying to the insurance.

## What type of insurance?

Cancellation insurance for tickets is a product-specific insurance policy covering the cancellation of tickets, including related bookings, purchased through eventim.no, for events held in Norway. The certificate of insurance and insurance terms and conditions will be sent to you concurrently with the booking on eventim.no being delivered.



### What is covered?

#### Cancellation of tickets is covered in connection with:

- ✓ Acute illness, injury or death.
- ✓ Fire or burglary in your home or on your company's premises just before an event.
- ✓ Storms, flooding or heavy rain in your home or own company.
- ✓ Divorce, separation or termination of cohabitation.
- ✓ Involuntary dismissal from workplace or lockout.
- ✓ New job in connection with involuntary notice of dismissal, without possibility of time off.
- ✓ Re-sit exam.
- ✓ Pregnancy, where a doctor finds that you should not attend an event.
- ✓ Fraud or a non-negotiable strike in your own company.
- ✓ Covers the closest relatives or up to three accompanying persons who have tickets to the same event as part of the same booking.

#### Optional cover

Optional cover is not available.



### What is not covered?

- ✗ Cancellation in case of illness or injury if the main cause is a pre-existing illness or where the injury was known at the time at which the insurance was purchased.



### Does the insurance have any limitations?

- ! The maximum sum insured is NOK 6,800 per insured person.
- ! Involuntary notice of dismissal from workplace or lockout that occurs before the insurance contract is entered.
- ! On termination of cohabitation, you must have been registered as living together at the same address in the National Registry for at least 12 months prior to termination of cohabitation.



## How am I covered?

- ✓ The insurance covers the cancellation of tickets, including related bookings, for events in Norway.



## What are my obligations?

- You must pay the insurance premium to eventim.no, and you must ensure that the information in your policy (order confirmation from eventim.no) is correct.
- In case of a claim, you must report it to Tryg before the start of an event.
- In connection with the notice of claim, you must provide Tryg with all information, and any documents, of importance to the claims handling.



## When and how do I pay?

The insurance is paid at the same time as you buy and pay for the ticket via eventim.no.



## When does cover start and end?

The insurance provides cover from when you paid for the insurance and until the start of the event in question. The insurance subsequently lapses automatically without the option of renewal.



## How do I terminate the contract?

For a period of up to 14 days after the purchase, you may terminate the insurance if you have purchased the insurance as a private individual and the insurance period is of more than one month. You must contact Tryg by email: [affinity@tryg.no](mailto:affinity@tryg.no) or telephone: +47 80041600. In your email, you must quote your receipt number from eventim.no, state your name and inform us that you wish to terminate the insurance. Once your right of withdrawal has expired, you cannot terminate your insurance.

Insurance policies purchased and paid by a company or where the insurance period is less than one month are not covered by the right of withdrawal.