

Cancellation insurance for tickets

Document containing information about insurance product

TRYGG  HANSA

Company: Trygg-Hansa Försäkring, business ID 516403-8662,
a branch of Tryg Forsikring A/S, Danmark,
tryg.dk, CVR-no. 24260666

Product: Cancellation insurance
02201-3

This product sheet provides you with an overview of the insurance cover. The product sheet is not a complete description of what and how the insurance covers and does not take into account individual needs and wishes. It is the insurance (booking with eventim.se) and related insurance terms and conditions that constitute the final agreement with us. On eventim.se, you can review the insurance terms and conditions of the insurance at any time. *This non-binding English translation shall be subject to the original Swedish Insurance Terms in all matters of dispute, discrepancy or incompleteness.*

What type of insurance is this?

The cancellation insurance is a product-specific insurance that applies to the cancellation of tickets including other, possibly related, orders, purchased via eventim.se for events in Sweden. The insurance policy and insurance terms and conditions will be sent to you together with your purchase on eventim.se.



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 SEK 3,700 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 Sweden.



What are my obligations?

- You must pay the insurance premium to eventim.se, and you must ensure that the information in your policy (order confirmation from eventim.se) is correct.
- In case of a claim, you must report it to Trygg-Hansa before the start of an event.
- You are obliged to obtain and submit the information necessary for us to determine whether your claim is eligible for cover.



When and how do I pay?

The insurance is paid at the same time as you buy and pay for the ticket via eventim.se.



Period of cover?

- 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?

- If you purchased the insurance as a private individual and your insurance period is longer than 1 month, you can cancel the insurance up to 14 days after the date of purchase by notifying Trygg-Hansa by email at affinity@trygghansa.se or telephone at +46 10-219 12 19. In your email, you must state your order number, your name and that you wish to cancel the insurance. Once the cancellation right has expired, you cannot cancel the insurance. Insurance purchased and paid for in an official company capacity/by a company or where the insurance period is less than 1 month is not subject to the right of cancellation.