

# Cancellation insurance for tickets

## Pre-purchase information

Insurance terms and conditions: 02201-3



### Important to know about the terms and conditions of your insurance cover

These are not the full terms and conditions of the insurance – rather, they constitute an overview of information with the intention of providing a summary of what the insurance covers. You have the right to receive this information before you purchase the insurance and it is important that you read it. If you have an accident, the full terms and conditions of the insurance together with your insurance policy shall constitute the agreement. The terms and conditions contain more restrictions and due diligence requirements than those listed here, and the full terms and conditions can be found on [eventim.se](http://eventim.se)

*This non-binding English translation shall be subject to the original Swedish Insurance Terms in all matters of dispute, discrepancy or incompleteness.*

### When is the insurance valid?

The insurance is valid from the date of purchase of the ticket, including any other related orders, and automatically terminates when the event for which the insurance was purchased starts.

### Where does the insurance apply?

The insurance is valid in Sweden, and claims processing and compensation are only carried out in Sweden.

### Who does the insurance cover?

- The policyholder who originally purchased the ticket, including any other related orders.
- Closest relatives or up to three accompanying persons who have tickets to the same event as part of the same booking.
- New ticket holder who has legally acquired the ticket, including any other associated orders, from the original policyholder. It is the responsibility of the policyholder to inform Trygg-Hansa of the correct contact details of the policyholder.

### What is insured?

The insurance is a cancellation insurance for tickets and can only be taken out when you buy tickets, including any other related orders, via [eventim.se](http://eventim.se).

### What events does the insurance cover?

Below is a brief overview of the events which the insurance covers:

- Acute illness, serious injury or death
- Brand Fire or burglary

- Storm, flooding or torrential rain in your own home or business
- Divorce, separation or termination of cohabitation
- Involuntary termination or lockout
- New job in connection with involuntary termination without the possibility at the new job of being granted time off to attend the event
- Failure or pass an examination
- Pregnancy, i.e. if according to your doctor you should not attend the event
- Fraud committed by an employee or work stoppage in breach of contract

### What should I pay special attention to as a policyholder?

The insurance does not cover illness or serious injury caused by an existing illness (other than fainting) or serious injury that was known at the time of insurance purchase.

In addition, the insurance does not cover damage which, either directly or indirectly, is due to:

- intentional, criminal or grossly negligent actions or omissions
- participation in fights, self-inflicted intoxication, self-inflicted influence of drugs and other intoxicants, or suicide attempts

### How much is deductible?

No deductible applies.

### What is the amount of compensation?

The sum insured is limited to the purchase price shown on the receipt, up to a maximum of SEK 3,700 per insured person.

### Supplementary insurance cover

No supplementary insurance cover is available for this insurance.

### Settlement of claims

It is important that you notify Trygg-Hansa as soon as possible of any damage that has occurred.

**Web:** <http://affinity.trygghansa.se>

**Phone:** 010-219 12 19

Failure to comply with your obligations under the terms and conditions may result in a reduction or loss of compensation. If, when settling the claim, you have deliberately or through gross negligence failed to mention or concealed anything of significance to the right to compensation, a reasonable reduction may be made in view of the circumstances.

### If you change your mind?

When you take out insurance as a private individual, you have a cancellation right that allows you to cancel the purchase within 14 days. The cancellation period starts on the day you take out the insurance and receive information about the cancellation right and what is included in the insurance. If you wish to exercise your cancellation right, you can contact Trygg-Hansa. The cancellation right does not apply to insurance contracts with an insurance period of one month or less, and an administrative fee may be charged.

### What to do if you wish to cancel:

Before the deadline expires, you must notify Trygg-Hansa that you have cancelled the purchase. If you notify Trygg-Hansa in writing, e.g. by email or letter, you must have sent your notification so that it reaches us before the deadline expires.

### Renewal of the insurance

The insurance cannot be renewed.

### Validity of the insurance?

The insurance is valid from the date of purchase of the ticket, including any other related orders, and automatically terminates when the event for which the insurance was purchased starts.

### Incorrect or incomplete information

If, intentionally or through negligence, you provided incorrect or incomplete information when the insurance was taken out, the compensation may be reduced by a special deduction. In more serious cases, this may result in no compensation being paid at all. In assessing this, the degree of intent or negligence, the extent to which and the conditions under which we would have provided the insurance if we had known the correct situation and the other circumstances are relevant.

### Other information

The insurer is Trygg-Hansa Försäkring, SE-106 26 Stockholm, business ID 516403-8662, a branch of Tryg Forsikring A/S, Erhvervsstyrelsen CVR-no 24260666, Klausdalsbrovej 601, DK-2750 Ballerup, Denmark.

Trygg-Hansa is under the supervision of the Danish Financial Supervisory Authority and Finansinspektionen (the financial supervisory authority in Sweden). Trygg-Hansa complies with Swedish legislation regarding marketing. We communicate both orally and in writing in Swedish, and our terms and conditions are published in Swedish. Swedish law will be applied to all matters involving us and you with regard to the agreement.

### Summary of our privacy policy

Your personal data will be processed in accordance with applicable personal data legislation, which as of 25 May 2018 is Regulation (EU) 2016/679 of the European Parliament and of the Council. The personal data processed include, for example, name, address, personal identity number and health status. The data relates to you as a customer but may also include, for example, co-insured persons. The data is obtained from you as a customer but may also be obtained from, for example, one of our partners.

The data may also be collected from, or supplemented/updated from, public records and registers. Personal data is processed in order to fulfil our obligations to you as a customer, such as in the case of insurance investigations and the administration of your insurance contract. The personal data can also be used as a basis for analyses, business development and statistics. For the aforementioned purposes, data may be provided to collaborative partners inside and outside the EU and the EEA, or other companies within the Group. It may be required by law to disclose the data to public authorities. We do not store the data for longer than necessary. Visit our website for information: [www.trygghansa.se/personuppgifter](http://www.trygghansa.se/personuppgifter).

Trygg-Hansa Försäkring, business ID 516403-8662, a branch of Tryg Forsikring A/S, Danmark, CVR-no 24 260 666 is the data controller. If you would like information about what personal data about you is being processed, if you would like to request the personal data or see the data you have provided to us, you can contact us with your request by email: [dpo@trygghansa.se](mailto:dpo@trygghansa.se).

For eventim.se's privacy policy and the processing of personal data, please contact [eventim.se](http://eventim.se).

### In the event of disagreement

Our goal is customer satisfaction. If you are not satisfied with the decision in a given case, you can contact the claims department and appeal the decision.

You can also contact the Complaints Officer at Trygg-Hansa. For more information: <https://www.trygghansa.se/om-trygghansa/inte-nojd>.

You can also get advice on insurance or claims settlement by contacting the Swedish Consumers' Insurance Bureau, [www.konsumenternas.se](http://www.konsumenternas.se). You can also contact "Hallå konsument", the national information service, at [www.hallakonsument.se](http://www.hallakonsument.se), or the municipal consumer guidance department for help and advice. See your local municipality's website for the relevant contact details.

And you always have the option of taking legal action in the courts. If you have an insurance policy that contains a legal protection clause, this legal protection may also cover you in disputes with us. The preconditions are specified in the terms and conditions of the insurance policy.