

Cancellation costs insurance

INFORMATIONS FOR THE INSUREE

Use of the male gender to facilitate readability is intended to also refer to the female gender.

EUROPÄISCHE Reiseversicherungs AG, hereinafter referred to as ERV, with registered office in Basel is the insurer pursuant to the general terms and conditions of insurance (GCI).

The starting and expiry dates of the insurance contract, the insured risks and benefits and the premiums are shown on the application form and in the accompanying GCI. The GCI and the statutory provisions provide information on the principles governing the payment and refund of premiums and further obligations of the insuree.

Data processing is used for the conduct of insurance business and for all accompanying transactions. Data are gathered, processed, stored and deleted in compliance with the statutory provisions and may be disclosed to reinsurers, official bodies, insurance companies and institutions, central information systems of the insurance companies and other parties who may be involved.

The specific insurance contract remains the determining factor in every case. In case of doubt, the German version of the general terms and conditions of insurance (GCI) will have exclusive validity.

GENERAL TERMS AND CONDITIONS OF INSURANCE (GCI) E583



1 Insured person

The lawful holder of the Ticketino insurance comprising the confirmation of the booking and these GCI is insured.

2 Special provisions, scope of application, period of application

The ticket protection is valid only if it is taken out in conjunction with the booking of the event. The insurance cover applies in Europe and begins at the time when the definitive booking is made and ends at the start of the event (start or cancellation of the ticket).

3 Insured events

ERV provides insurance cover if the insured person is unable to take part in the event by reason of any of the following occurrences, provided that such occurrence happened after the insurance was taken out:

- unforeseen serious illness, serious injury, serious complication of pregnancy or death of the insured person or of a person who is very close to the insured person;
- pregnancy of the insured person, if the date of the event is after the 24th week of pregnancy or if the event would present a risk to the unborn child;
- severe damage to the property of the insured person at his place of residence by fire, storm, theft or water damage, so making his presence at home indispensable;
- failure or delay by technical fault of the public means of transport to be used to reach the starting venue;
- vehicle failure (unfitness to drive) as the result of an accident or breakdown (excl. lack of fuel and lost keys) of the private vehicle or taxi during the direct journey to the starting venue.

If an insured person is unable to attend because of an insured occurrence, the other insured persons may claim benefits only if they are relatives or relatives-in-law of the person concerned.

If an insured person suffers from a chronic illness without participation in the event being called into question by such illness at the time when the insurance is taken out, ERV shall pay the resulting insured costs if participation has to be cancelled because of a unforeseen serious acute deterioration of this condition or in the event of death as a consequence of the chronic illness.

4 Insured benefits and compensation

The extent of entitlement to benefits is determined by the nature of the event causing the cancellation of the participation in the event. Previous or subsequent events are not taken into consideration.

ERV reimburses the cancellation costs (excl. administrative fee) which are effectively incurred if the insured person is unable to take part in the booked event because of the insured occurrence. The overall amount of this benefit is limited by CHF 500.–.

5 Postponement/relocation of the event by the organiser

ERV reimburses the costs in accordance with par. 4 B, if the date or the location of an event is moved and the entrance ticket is valid for the postponed date or alternative location, but the insured person is unable to attend the re-arranged event because of an insured event.

B As a supplement to the insured events according to par. 3, the following insured events also apply in par. 5, as long as they were already known at the time the postponement/relocation was notified:

- summons from the authorities to appear as a witness or as a juror in a court,
- military and civil protection duties,
- previously-booked holiday,
- business occasion,
- invitation to a wedding occasion.

C ERV's claims Department (see par. 7 A) must be furnished immediately with the original entrance ticket and the official message (e.g. e-mail) from Ticketino or from the organiser with the notification of the postponement/relocation.

6 Exclusions

Benefits are excluded:

- if the organiser cancels the event or should have cancelled the event for objective reasons;
- if the condition which gave rise to the cancellation was a complication or a sequel of an operation that was already planned at the time when the insurance began;
- if an illness or the consequences of an accident, an operation or medical treatment already exist at the time of booking and have not been resolved by the time of start of the event;
- in the event of cancellation pursuant to par. 3 A a) without a medical indication;
- in case of events connected with epidemics or pandemics.

7 Obligations in case of claim

A Please contact the Insurance claims Department of EUROPÄISCHE Reiseversicherungs AG, P.O. Box, CH-4002 Basel, phone +41 58 275 27 27, fax +41 58 275 27 30, claims@erv.ch.

B The insured must take all steps before and after the case of claim which can help avert or mitigate the consequences and elucidate the circumstances of the loss.

C ERV must i.a. be furnished immediately with

- original event invoice,
- original entrance ticket,
- documents or official statements substantiating the occurrence of the damage,
- payment details (supply IBAN and SWIFT-BIC).

D In case of illness or accident, seek medical advice without delay; the doctor should be informed of the participation plans and his instructions followed. The insured person must release the physician who treated him from the duty of secrecy vis-à-vis ERV.

E In case of culpable violation of the duties in connection with a loss ERV has the right to reduce the compensation by the amount by which the compensation would have been reduced in case of a conduct in ERV with such duties.

F ERV will not make any payments if false representations are made, facts are concealed or the obligations are omitted, if ERV suffers any loss as a consequence.

8 Claims on third parties

If the insured person has been compensated by a liable third party or by such party's insurer, benefits under this contract shall lapse. If a claim has been made to ERV instead of to the liable party, the insured person must assign his civil liability claims to ERV in an amount equivalent to its expenditure.

9 Further provisions

A Claims superannuate 2 years after the claim.

B The insured person may exclusively choose his Swiss place of residence or the domicile of ERV, Basel, as place of jurisdiction.

C Benefits wrongfully obtained from ERV shall be refunded to it, together with all resulting disbursements, within 30 days.

D The provisions of the Insurance Contracts Act VVG and Swiss law shall apply.

EUROPÄISCHE REISEVERSICHERUNGS AG

