

Ticket Insurance

Insurance product information document

Company: ERV Evropská pojišťovna, a. s., ČR

Product: Ticket insurance

Full pre-contractual and contractual information is provided in your policy and respective insurance terms and conditions.

What is this type of insurance for?

Ticket insurance protects you in case you suddenly have to cancel your participation in an event that the tickets are for.



What is insured?

- cancellation of participation in an event for the following reasons:
 - hospitalization or confinement to bed,
 - death,
 - medical complications as a result of pregnancy,
 - extensive damage to your home,
 - relocation for work.



What is not insured?

- the event is cancelled or the date has changed,
- mental disorders or mental illnesses,
- deliberate action,
- acute illness or injury that occurred before entering into the insurance contract,
- chronic illnesses.



Are there any other restrictions?

- insurance coverage limits or deductibles,
- the latest deadline for negotiating the insurance.



Where am I covered?

- Anywhere. The insurance policy is not geographically restricted.



What are my obligations?

- Contact us in any situation, when you feel like you have serious reasons to cancel your participation in the event.
- Make every effort to prevent damage or to minimize its scope.
- Inform us immediately about any damage incurred.
- Fill in the claim report properly, enclose copies of the tickets and other documents, and describe the circumstances of the damage the best you can.



When and how do I pay?

- Pay the insurance together with the ticket. This is the only way that the insurance policy is established.



When does the cover start and end?

- Ticket insurance starts at the moment of the payment of premium and ends at the moment you enter the event.



How do I cancel the contract?

- Within 2 months of the arrangement. We will terminate your insurance within 8 days of receiving the notice.
- Within 3 months of reporting a claim. We will terminate your insurance within 30 days of receiving the notice.
- Within 2 months of finding that we have violated the equal treatment principles. We will terminate your insurance within 8 days of receiving the notice.