

## Ticket Cancellation Insurance Fact Sheet

**Company:** CM.com Ticket Guarantee N.V.  
**Insurance:** Ticket Cancellation Insurance

### What is covered?

The insurance reimburses the cost of the ticket (excluding transaction fees), if the ticket is cancelled due to a cancellation ground covered under the policy and the event organizer does not reimburse the cost. You can find the main cancellation grounds on this information sheet. You can find all grounds in the terms and conditions.

#### ✔ Type of insurance

Ticket Cancellation Insurance provides coverage when you are unexpectedly prevented from attending an event and have to cancel the ticket. This insurance reimburses the costs, which are not reimbursed by the organization of the event and applies to the purchased ticket of the event, if not reimbursed by the organization.

#### ✔ Health

We reimburse the cost of the ticket if the cancellation of the ticket is due to death, serious accident or serious illness of yourself or a family member in the first or second degree or housemate.

#### ✔ Family

We will reimburse the cost of the ticket if a family member in the first or second degree dies or falls into a life-threatening situation.

#### ✔ Home

We will reimburse the cost of the ticket if your home is damaged to such an extent that your presence is necessary, which prevents you from attending the event.

#### ✔ Maximum reimbursement.

We reimburse the amount for the ticket shown on the purchase form.

### What is not insured?

There are causes that are not covered, such as intent or use of narcotics. Below are the most important exclusions. All exclusions can be found in the terms and conditions.

#### ✘ Fraud

We do not pay out if you deliberately try to mislead us.

#### ✘ No uncertain event

The insurance does not provide coverage if you could expect to have to cancel the event when you purchased the ticket.

#### ✘ Disaster at the event

Cancellation due to a natural disaster, epidemic or attack in the country is not covered.

### Where am I insured?

You are insured for the event you purchased a ticket for if you live in the Netherlands and the event takes place in the Netherlands.

#### ✦ Start and end coverage

The insurance begins on the date you take out the insurance. The insurance ends on the day of the event or immediately on the date the event is cancelled.

#### ✦ My obligations

If you apply for reimbursement under the insurance, answer our questions honestly. Report the (possible) cancellation to [ticketguarantee@cm.com](mailto:ticketguarantee@cm.com) and request the claim form. You should do as much as possible to prevent and limit damage. You must be able to prove the reason for cancellation. In the terms and conditions you will find all obligations.

#### ✦ Payment

You pay the premium when you take out the insurance. You must have paid the premium in order to claim a loss.

#### ✦ Cancel my contract

You can only cancel the insurance within the 14-day reflection period. Please contact us to do so.