

TicketPlan Protection

Terms and Conditions

The box office / ticket agent has arranged protection under a Master Policy, so that it can provide **you** with a refund for **your tickets** or **packages**, if you cannot attend the **event** due to the circumstances set out below:

Definitions

The following words or phrases have the meaning shown below wherever they appear in bold in this document

Event – the legally organised, planned and ticketed event in its entirety, taking place within the United Kingdom.

Immediate Family – **your** spouse, partner, civil partner, parents or parents-in-law, sister or brother, **your** children or their spouse or partner or civil partner or children.

Package – hotel, restaurant and theatre package sold by a recognised and reputable ticket agent or box office where Ticketplan Protection cover has been purchased at the same time as purchasing the package(s).

Public Transport Network – the mode of public transport e.g. trains, buses, trams and any other type of transport licensed for public use but excluding public hire taxis, on which **you** had planned to travel to an **event**.

Ticket – a non-refundable, authorised **ticket** that was purchased from a recognised and reputable **ticket** agent or box office where Ticketplan Protection has been purchased at the same time as purchasing the **ticket(s)**.

You / Your – means the ticket holder

We / us / our – the box office / ticket agent

You are covered if you are unable to attend the entire event because of:

- unexpected disruption to the **public transport network** that directly affects your passage to the **event**. This cover only applies if you were unaware of the disruption at the time of leaving home, to attend the **event**.
- death, accident, or illness happening to **you**, **your immediate family** or any person(s) due to attend the **event** with **you** which occurs in the period between the purchase date of the **ticket** and the commencement of the **event**.
- mechanical breakdown, accident, fire or theft en route of the private vehicle taking **you** to the **event**.
- jury service which **you** were unaware of at the time of booking the **ticket(s)**.
- burglary or fire at **your** residence discovered during the 48 hours prior to the **event** which prevents you from attending the **event**.
- **you** being summoned to appear at court proceedings as a witness that **you** were unaware of at the time of booking the **ticket(s)** which prevents **you** from attending the **event**.

We will pay

- the purchase price of the **ticket(s)** or **package(s)** up to a maximum of £200 for any one **ticket** or **package** including booking fee.

Conditions

- a) **you** must make all necessary arrangements to arrive at the **event** on time.
- b) **you** must not be aware of any material fact, matter or circumstance, at the time Ticketplan Protection is purchased, which may give rise to a claim.
- c) **you** must take all reasonable precautions to prevent or reduce any claim.
- d) Unless we agree otherwise:
 - i) the language of the document and all communications relating to it will be English; and
 - ii) all aspects of the document, including negotiation and performance, are subject to English law and the decisions of English courts.

We will not pay:

- a) for illness, symptoms of which normally accompany pregnancy (including multiple pregnancy) which are of a minor and/or temporary nature (such as morning sickness and fatigue) which do not represent a medical hazard to mother or baby, including a combination of minor symptoms.
- b) for illness or death of **you** or an **immediate family** member resulting from a medical condition that is awaiting or undergoing investigation, treatment or awaiting surgery or for previously diagnosed medical conditions where the regime of regular controlling medication has been altered within the two months prior to the date of the booking and is the sole reason for non attendance of the **event**.
- c) for **tickets** or **packages** where you can obtain a refund or part refund.
- d) for any unused part or parts of the **package**, where you cannot return all **tickets** or vouchers forming part of the **package**.
- e) if **you** cannot provide evidence of the unused tickets when making a claim.
- f) for cancellation, abandonment, postponement, curtailment or relocation in whole or in part of the **event**.
- g) if **you** decide not to attend the **event** other than for a reason covered by this insurance.
- h) for disruption of the **public transport network** which is public knowledge prior to travelling to the **event** or where warning or notification has been given prior to you travelling to attend the **event**.
- i) for any amounts that **you** can recover from any other insurance, guarantee, warranty or indemnity or any other source.
- j) for travelling or associated expenses (unless travel costs are included as part of the total **ticket** or **package** cost), or any loss other than the purchase price, including booking fee, of the **ticket** or **package**.
- k) due to **your** failure to allow sufficient time to travel to the **event**.
- l) any claim resulting from the act of War, terrorism, invasion, hostilities (whether war is declared or not), civil war, rebellion, revolution or taking part in a riot or civil commotion.
- m) any claim where **you** carry out an illegal act which prevents **you** from attending the **event**.

Claims Procedure

You must telephone the TicketPlan helpline on 0870 950 1119 within 24 hours of becoming aware of circumstances that may lead to a claim under **our** cover. **You** must apply for any available refund. **You** may be asked to provide at your own expense the following:

- the original unused **tickets** and **package** vouchers for all parts of the **package**.
- a doctor's note or report for accident or illness claims or a death certificate for death claims.
- an official notice from the transport service provider in the event of delay, cancellation, mechanical breakdown or accident in relation to the **public transport network**.
- for the breakdown of a private vehicle, a vehicle recovery service report (AA, RAC or equivalent), copy garage repair bill or parts receipt or in the case of a motor claim, confirmation from the vehicle motor insurers, vehicle repairers or police.
- the original jury invitation from Her Majesty's Courts Service inviting **you** to be a juror.
- in the event of a burglary the police report with crime reference number.
- the original witness summons requesting **you** to appear in court.
- any reasonable additional evidence that we ask for.

