

**Instructions for Ticketholder**

**1**

Please complete your details in **BLOCK CAPITALS**.

**2**

After completing the form please forward it to:

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**TicketPlan, Lifestyle Claims  
Team, 500 Avebury Boulevard,  
Milton Keynes MK9 2XX**

**3**

All refund applications must be made as soon as reasonably possible after becoming aware of circumstances that may lead to a refund application.

**Please ensure that you enclose the following documentation in support of your refund application (where appropriate only):**

- Completed refund application form
- Original unused tickets
- Confirmation of your payment for TicketPlan Protection (your booking confirmation)
- Doctor's note
- Death certificate
- Evidence of breakdown or disruption to public transport
- Evidence of breakdown of private transport;
- Evidence of the Emergency Services attending your residence in the event of burglary or fire
- Original witness summons instructing you to appear in court
- Original invitation to attend jury service
- Original advice to travel at short notice on military service
- Print out from Met Office website/confirmation of Police Warning for weather claims

**Please answer all questions clearly and concisely to avoid misunderstanding or delay.**  
(Add further details on additional sheets if required)

**1. Your Details**

Title ..... Initials ..... Surname .....  
Address .....  
..... Postcode .....  
Telephone (home) ..... Telephone (daytime) .....  
Telephone (mobile) ..... Email Address .....

**2. Details of booking (include Package details if relevant)**

Date of booking ..... Venue ..... Booking reference No. ....  
Event/Part(s) of Package .....  
Date(s) of Event/Part(s) of Package .....  
**Cost of tickets/part(s) of package that are the subject of this refund application**  
.....  
Cost of booking fee ..... Cost of TicketPlan Protection .....  
Number of ALL persons due to attend Event/Part(s) of package .....  
Names of ALL persons due to attend Event/Part(s) of package .....  
.....  
When did you become aware that you were unable to attend the Event/Part(s) of Package?  
.....

### 3. Refund Application Details

Please complete the section which is relevant to your application.

Add further details on additional sheets if required

#### A. Unexpected disruption to public/private transport or failure/delay due to strike/weather -

Please note we will require official notification of strike/breakdown from service provider or a print out from the Met Office website/confirmation of Police Warning for weather claims

Details of those people in your party affected

Details of the journey

Details of dispute/strike/weather situation

Please confirm when you became aware of the event giving rise to the refund application.

#### B. Accident - Please be advised we will require a doctor's note confirming details

Identity of the person who suffered the accident

If not attending the performance please indicate their relationship to you

Nature of accident

When/how accident occurred

Why did the accident prevent this person from attending the Event/Part(s) of the Package?

#### C. Illness - Please note we will require a doctor's note confirming:

- a. you (or a third party if applicable) were not able to attend the Event/Part(s) of Package
- b. the condition
- c. if there had been any changes to the treatment in the 2 months prior to the Booking

Identity of person suffering illness

If this person was not attending the performance please indicate their relationship to you

Nature of illness

When was this first diagnosed

#### D. Bereavement - Please be advised we will need to have sight of the death certificate

Identity of the deceased

If not attending the performance please indicate their relationship to you

Date and cause of death

Had this person been undergoing treatment for the condition which caused their death

Had there been any change to this treatment within the last 2 months? If so please detail

**E. Breakdown of Private Transport - Please note we will require a vehicle recovery service report or copy of garage repair bill as appropriate**

Details of vehicle concerned

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Details of journey

.....

Details of when you left home

.....

Location of incident

.....

Date and time of incident

.....

Details of incident

.....

**Other - please tick as appropriate**

- Jury Service
- Burglary or fire at your residence
- Witness summons for court proceedings
- Armed Forces call up

**Declaration - To be signed by the ticketholder for ALL refund applications**  
**FAILURE TO DO THIS MAY MEAN THAT THE REFUND PAYMENT WILL NOT BE MADE.**

I declare that the information I have provided above is true to the best of my knowledge. Any refund made as a result of any knowingly incorrect statement made by me or on my behalf shall be invalid and may result in subsequent action being taken against me. I agree that any copy made of this form shall have the validity of the original.

Signature ..... Date .....

**Data Protection Notification.**

We may transfer your information to third parties . If we do this we will ensure that anyone to whom we pass it provides an adequate level of protection. By proceeding with an application for a refund you will signify your consent to such information being processed by us and such third parties. Information you supply in applying for a refund may be used by the booking vendors' insurers, their associated companies and agents. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurers' compliance with any regulatory rules/codes. Your information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration.

If you give us information about another person when you apply for a refund , in doing so you confirm that they have given you permission to provide it to us and for us to be able to process their personal data (including any sensitive personal data) and that you have told them who we are and what we will use their data for as set out in this notice.

In assessing any refunds, Third Parties, such as Fraud Investigators may undertake checks against publicly available information (such as electoral roll, county court judgments, bankruptcy orders or repossessions). Information may also be shared with other insurers either directly or via those acting for the insurer (such as fraud investigators).

If you want us to remove any personal information from our records please write to our refund administrators, TicketPlan Ltd at Leigh House, Broadway West, Leigh On Sea, Essex, SS9 2DD. We will make all reasonable efforts to delete your information from our records if it is appropriate in accordance with the provisions of the Data Protection Act 1998. You can ask us for a copy of the information we hold about you at any time (for which we may charge a small fee which is currently £10.00).