



**Information and advisory sheet  
prior to arranging the insurance policy  
“#France 2023 Ticketing”**

You have just bought one or more seats to attend the rugby world cup in France in 2023 and you wish to protect yourself against certain events that may prevent you (or your loved ones) from attending the match booked.

With regard to the information that you have provided to us concerning your wishes in terms of insurance, the “#France 2023 Ticketing” insurance seems to be a solution suited to your needs.

The “#France 2023 Ticketing” insurance is derived from group insurance policy no. ud8dhe arranged by:

- **#France 2023**, Public Interest Group (PIG) whose registered office is at 5, avenue du Coq 75009 Paris, whose SIREN [Company Register] registration number is no. 130 024 078, (hereinafter referred to as the “Policyholder”);
- With **Seyna**, SA with a share capital of €801,929.04 whose registered office is at 20 bis rue Louis-Philippe, 92200 Neuilly sur Seine, registered in the RCS de Nanterre [Nanterre Commercial Register] under no. 843 974 635, a company governed by the French insurance code (hereinafter referred to as “the Insurer”);
- Provided by **AON**, SAS with a share capital of €46,027,140 whose registered office is at 31-35, rue de la Fédération 75717 Paris cedex 15, registered in the RCS de Paris [Paris Commercial Register] under no. 414 572 248 and in the ORIAS [French Register of Insurance Intermediaries] under no. 07 001 560 (hereinafter referred to as AON or the new business broker);
- Distributed by **#France 2023** in its capacity as insurance intermediary agent registered in the Orias [French Register of Insurance Intermediaries] under no.21002697 [www.orias.fr](http://www.orias.fr) (hereinafter the “Distributor”);
- And managed by **Phenomen**, SASU with a share capital of €10,000, whose registered office is at 19 rue Pierre Semard 75009 Paris, registered in the RCS de Paris [Paris Commercial Register] under no. 833 740 699 and in the ORIAS [Register of Insurance Intermediaries] under no. 18 000 514 (hereinafter the “Managing Broker”).

#France 2023, AON, Phenomen and Seyna are subject to the supervision of the Prudential Supervisory and Resolution Authority, 4 place de Budapest CS 92549 75436 Paris Cedex 09.

The Distributor is remunerated in the form of fees. The Distributor does not offer a personalised recommendation service. Phenomen is remunerated in the form of fees.

You are asked to check that you are not already the beneficiary of an insurance covering any of the risks insured by the new policy. If that is the case, you have a right to cancel this policy within a period of fourteen calendar days as from its conclusion, at no cost and without penalties, if all of the following conditions are met:

- you have subscribed to this policy for non-professional purposes;
- this policy is in addition to the purchase of a good or service sold by the Distributor;
- you prove that you are already covered for any of the risks insured by this new policy;
- the policy you wish to cancel has not been fully executed;
- you have not reported a loss covered by this policy.

In this situation, you may exercise your right to cancel this policy by contacting the Managing Broker by post: 58, rue de la Victoire 75009 PARIS or by email: [contact@ticketmate.io](mailto:contact@ticketmate.io) accompanied by a document proving that you already benefit from cover for any of the risks insured under the “#France 2023 Ticketing” policy.

Your premium will be returned to you within a period of thirty days as from your cancellation.

If you wish to cancel your subscription but you do not meet all of the conditions above, you may exercise your right to cancel subject to the conditions defined in Article 2.5 of the Information Notice.

**Cover\*:**

**Insured events:**

- Bodily injury or sickness of any of the Insureds;
- Bodily injury, sickness or death of the legal or common-law spouse of any of the Insureds, his/her partner in the case of a civil partnership, of any of his/her ascendants or descendants to the second degree, or any of his/her brothers or sisters;
- Bodily injury, sickness or death of the person who was to look after the Insured’s underage children during the match;
- Complications in the Insured’s pregnancy; birth of a child or grandchild of the Insured
- Public transport strike on the day of the match;
- Major property damage affecting the Insured’s home or his/her business premises;
- Summoning of the Insured for jury service or as a witness;
- Summoning of the Insured to re-sit an exam;
- The Insured’s professional obligations;
- Theft of identity documents required by the Insured to get to the place of the Match or to collect his/her insured Ticket;



- Theft of the insured Ticket or Tickets committed by forcible entry or by attack;
- Loss of use of the insured's vehicle up to the day after the Match.

**Scope of your cover:**

**1 (one) single claim per insured ticket or package up to €3,000 per ticket or package.**

A discount of 30% shall be applied to the refund of the purchase price, including all taxes, of your insured tickets/packages if you do not provide the supporting documents requested (except in the case of infection with Covid-19 SARS-CoV-2 or coronavirus 2019 or Covid-19 variants where the refund will be made only on the basis of a request with supporting documents (100% refund).

*\* The full description of the "#France 2023 Ticketing" insurance and its exclusions appear in the attached information notice which we ask you to read carefully before deciding whether to join or not.*

**Exclusions:**

**Losses caused by the following events are excluded:**

- Error in the entry of the date of the match and/or in the number of seats for the match at the time of booking;
- Cancellation of the insured match itself;
- Accident or sickness which has been the subject of an initial observation, treatment, relapse or hospitalisation, prior to the date of arranging the Policy;
- Sickness requiring medical psychological and/or psychotherapeutic treatment (including nervous breakdown) unless it results in hospitalisation for more than 4 consecutive days;
- Suicide or attempted suicide;
- Loss of the insured Tickets;
- Loss of identity documents;
- Tickets controlled by the organisers of the match;
- Theft of the insured Tickets committed without forcible entry or attack;
- Cosmetic treatments and courses of treatment;
- Voluntary termination of pregnancy and in vitro fertilisation;
- Periodical medical check-ups or examinations;
- Epidemic, pandemic as defined by the Ministry of Health or by the WHO, pollution, strike (other than public transport strike provided for by the Cover), natural disaster, riot and civil commotion;
- Wilful or serious misconduct committed by the Insured;
- Negligence of the Insured;
- Events which the Insured was aware, when arranging the Policy, might trigger the Cover;
- Criminal proceedings against the Insured;
- Non-presentation, for any reason whatsoever, of any of the documents required to collect the insured Ticket or Tickets, except in the case of Theft of identity documents as stipulated in Article 3.1;
- Acts of war or civil war and similar events, riot, internal unrest, acts of violence for political reasons, terrorist attacks or acts, strike, lock-out and social conflict, expropriation or acts similar to expropriation, seizure, withdrawal, decree or various acts of a higher authority as well as loss or damage arising from natural disaster or nuclear energy;

Cover shall always exclude any Insured appearing in any official, government or police database of alleged or presumed terrorists or any Insured who is a member of a terrorist organisation or drugs trafficker or involved as a supplier in the illegal trade of nuclear, chemical or biological weapons;

**Covid-19 COVER:**

Notwithstanding the "Epidemic, pandemic as defined by the Ministry of Health or by the WHO" exclusion, cover shall apply to the subscriber's inability to go to the event because of infection with Covid-19 (SARS-CoV-2 or coronavirus 2019 or Covid-19 variants) leading either to medical treatment or to isolation in the event of absence of symptoms. Cover is extended to persons who are "contact cases" living in the same household (contact cases being strictly limited to the following persons: legal or common-law spouse of any of the Insureds, his/her partner in the case of a civil partnership or any of his/her ascendants or descendants to the second degree).



**Duration:**

From receipt of the full amount of the premium and up to the day and time of the match booked or, in the case of a package, the day and time of the first match which the insured has chosen to attend from all the matches in his/her package. In the event of payment in 3 instalments offered by the Distributor, the full amount of the insurance premium shall be paid at the time of the 1st deduction.

**Tariff:**

The amount of premium depends on the total cost, including all taxes, of the ticket or package purchased by the subscriber. The subscriber shall be informed of the amount before he/she accepts the policy and then, once subscription becomes effective, on the Certificate of Insurance.

The insurance premium shall be paid by the subscriber to the Distributor in accordance with the payment terms proposed by the Distributor.

**Cancellation of subscription:**

In the event of subscription via the 2023 Rugby World Cup website, [tickets.rugbyworldcup.com](https://tickets.rugbyworldcup.com), in accordance with Article L.112-2-1 of the Insurance Code, you may cancel your subscription without giving a reason or incurring penalties, within fourteen (14) calendar days of the date of receipt of your contractual documents by signing into your customer area on the Managing Broker's website.

Model cancellation letter:

*"I the undersigned, Surname, First Name and Address, hereby declare that I am cancelling my subscription to the #France 2023 Ticketing Insurance. Date and Place, Signature".*

The Managing Broker, in the name and on behalf of the Insurer, shall then refund the insurance premium paid at the time of subscribing.

However, if you request to benefit from the Cover during the cancellation period, under the terms stipulated in the Notice, you will no longer be able to exercise your right to cancel, this declaration constituting your agreement to the execution of the Policy.

**Complaints**

In the event of disputes relating to the handling of your subscription, premiums or a Claim, you may send your complaint to the Managing Broker's Claims Department, which can be contacted as follows:

- Email address: [reclamation@ticketmate.io](mailto:reclamation@ticketmate.io)
- By post: PHENOMEN – 58, rue de la Victoire – 75009 PARIS

The Managing Broker's Claims Department undertakes to acknowledge receipt of your complaint within 10 working days of the date of receipt (even if the response to the complaint is also provided within this period) and, in any event, to provide a response to your complaint within a maximum period of 2 months of the date of receipt.

In the event of denial or refusal by the Managing Broker's Claims Department to allow the complaint in part or in full, you may then contact the Insurer in writing (stating the reference of the case in question and attaching a copy of any supporting documents):

- Email address: [reclamations@seyna.eu](mailto:reclamations@seyna.eu)
- By post: Seyna - Service Réclamations, 58 rue de la Victoire - 75009 Paris

The Insurer shall acknowledge receipt of your complaint within 10 working days of the date of receipt and shall state how long it is likely to take to process it.

The above procedure shall not apply if the dispute has been filed with a court either by you or by the Insurer.

If the dispute continues after the response given by the Insurer, you may seek the opinion of the Mediator of the Fédération Française de l'Assurances (F.F.A.) [French Insurance Federation] whose contact details are as follows: La Médiation de l'Assurance - TSA 50110 - 75441 Paris Cedex 09.

The provisions of this paragraph shall apply without prejudice to other channels of legal action.

**Applicable law and language**

The language used throughout the period of the subscription shall be French which shall take precedence over any translation of the document into another language.

Precontractual and contractual relations shall be governed by French law. Any dispute arising from the execution or interpretation of the precontractual and contractual documents shall fall within the jurisdiction of the French courts.