



TICKETMATE

## Ticketmate Refund Insurance

### Information document on the insurance product

Company: Seyna, SA with a share capital of €801,929.04 whose registered office is at 20 bis rue Louis-Philippe, 92200 Neuilly sur Seine, recorded in the RCS de Nanterre [Nanterre Commercial Register] under no. 843 974 635, a company governed by the French Insurance Code

Product: “#France 2023 Ticketing” insurance policy

This information document is a summary of the main cover and exclusions provided by “#France 2023 Ticketing” insurance policy no. ud8dhe, the full information notice of which is available from the distributor and will be sent to you by email after confirmation of your subscription. It does not take into account your specific needs and requirements.

### What type of insurance is it?

“#France 2023 Ticketing” is an optional group non-life insurance the purpose of which is to cover the inability to go to a Rugby World Cup match in France in 2023 as a result of certain events, with or without supporting documents (30% discount on the purchase price, including all taxes, in the absence of supporting documents), up to €3,000 per ticket or package.



#### What is insured?

The cover preceded by a tick ✓ shall be systematically included in the policy.

- ✓ Serious bodily injury or serious sickness of any of the Insureds (included Covid-19 or SARS-Cov-2 or 2019 coronavirus or Covid-19 variants)
- ✓ Serious bodily injury, serious sickness or death of the legal or common-law spouse of any of the Insureds, of his/her partner in the case of a civil partnership, of any of his/her ascendants or descendants to the second degree, or of any of his/her brothers or sisters
- ✓ Serious bodily injury, serious 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



#### What is not insured?

X Cancellation of the match by the organiser



#### Are there any exclusions from cover?

Main exclusions:

- ! Suicide or attempted suicide;
- ! Accidents or sickness existing prior to arranging the insurance policy;
- ! Loss of the insured tickets;
- ! Wilful misconduct;
- ! Negligence;
- ! Events of which the subscriber was aware before arranging the policy;
- ! Epidemic and pandemic



#### Where am I covered?

Worldwide for matches eligible for cover.



### What are my obligations?

- **On arranging the insurance:**
  - to pay the insurance premium.
- **In the event of a loss:**
  - to notify any loss within the deadlines and in accordance with the terms stipulated in Article 7 of the information notice



### When and how should payments be made?

The Subscriber shall pay the insurance premium in full at the time of booking the match.



### When does the cover begin and end?

The cover shall come into effect after the full amount of the premium due has been received.

The cover shall end:

- Automatically on the day and at the time of the match booked or, in the case of a package, on the day and at the time of the first match that the insured has chosen to attend from all the matches in his/her package;
- In the event of exercise of the right to cancel under the conditions set out in Article 2.5 of the information notice;
- In the event of the Subscriber reselling his/her Ticket and/or Package;
- In the event of cancellation of the insured match;
- In the event of the limits of cover being reached;
- In the event of non-payment of the total cost of the Tickets and/or Packages in the case of payment in 3 instalments offered by the Distributor.



### How can I cancel the policy?

The request for cancellation must be made to the Managing Broker whose details are provided in the information notice.