

Cancellation Insurance for Tickets

Document containing information about insurance product



Company: Tryg Forsikring A/S, Denmark, CVR no. 24260666

Product: Cancellation insurance
01207-1

This product sheet gives you an overview of the types of cover provided under the insurance. The product sheet is not a complete description of what and how the insurance covers, and it does not consider individual needs and wishes. The policy (booking with Sportstiming) and accompanying insurance terms and conditions constitute the final agreement with us. You can always see the insurance terms and conditions on Sportstiming's website.

What type of insurance?

Cancellation insurance for tickets is a product-specific insurance policy that applies to cancellation of tickets, including related orders, purchased via Sportstiming for events in Denmark. The policy and insurance terms and conditions will be sent to you together with your purchase on Sportstiming.



What is covered?

Cancellation of tickets is covered in connection with:

- ✓ Acute illness, injury or death.
- ✓ Fire or burglary in your home or on your company's premises just before an event.
- ✓ Storms, flooding or heavy rain in your home or own company.
- ✓ Divorce, separation or termination of cohabitation.
- ✓ Involuntary dismissal from workplace or lockout.
- ✓ New job in connection with involuntary notice of dismissal, without possibility of time off.
- ✓ Re-sit exam.
- ✓ Pregnancy, where a doctor finds that you should not attend an event.
- ✓ Fraud or a non-negotiable strike in your own company.
- ✓ Covers the closest relatives or up to three accompanying persons who have tickets to the same event as part of the same booking.

Optional cover

Optional cover is not available.



What is not covered?

- ✗ Cancellation in case of illness or injury if the main cause is a pre-existing illness or where the injury was known at the time at which the insurance was purchased.
- ✗ Booking fee to Sportstiming.



Does the insurance have any limitations?

- ! The maximum sum insured is DKK 15,000 per insured person.
- ! Involuntary notice of dismissal from workplace or lockout that occurs before the insurance contract is entered.
- ! On termination of cohabitation, you must have been registered as living together at the same address in the National Registry for at least 12 months prior to termination of cohabitation.



How am I covered?

- ✓ The insurance covers the cancellation of tickets for events in Denmark.



What are my obligations?

- You must pay the insurance premium to Sportstiming, and you must ensure that the information in your policy (order confirmation from Sportstiming) is correct.
- In case of a claim, you must report it to Tryg before the start of an event.
- You are obliged to obtain and submit the information necessary for us to determine whether your claim is eligible for cover.



When and how do I pay?

The insurance is paid at the same time as you buy and pay for the ticket via Sportstiming.



When does cover start and end?

The insurance provides cover from when you paid for the insurance and until the start of the event in question. The insurance subsequently lapses automatically without the option of renewal.



How do I terminate the contract?

If you have purchased the insurance as a private individual and the insurance period is longer than one month, you may withdraw from the insurance for up to 14 days after your purchase by notifying Tryg by email: affinity@tryg.dk or telephone: (+45) 73 70 78 78. In your email, you must state your order number, name and that you want to withdraw from the insurance. Once your right of withdrawal has expired, you cannot terminate the insurance.

The right of withdrawal does not apply to insurance purchased and paid in a commercial context or where the insurance period is less than one month.