

Travel Insurance

Insurance Product Information Document

Company: Rock Insurance Services Limited



Insurer : Mapfre Asistencia Compañía Internacional de Seguros y Reaseguros Sociedad Anonima incorporated and registered in Spain, registered as a foreign company in the United Kingdom with company number FC021974, acting through its UK branch with branch number BR008042. Authorised by Dirección General de Seguros y Fondos de Pensiones and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority FRN 203041.

Product: Insuremytickets.com

This document is a summary of what this insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation. You are responsible for reviewing full policy terms and conditions.

What is this type of insurance?

Cover for people who wish to insure themselves against the financial impact of specified, unforeseen circumstances/events which could cause them to cancel their attendance at a ticketed event.



What is insured?

- ✓ Up to £2000 per ticket or group of tickets. The actual amount will be shown on your certificate of insurance.
- ✓ Any number of events for on an Annual Multi-Event Policy up to the amount stated on your certificate of insurance.

Optional benefits available subject to payment of the appropriate additional premium:

- Cover for travel and hotel transfer costs.



What is not insured?

- ✗ Cancellation of the event by the artist, performer, organizers or promoters of the event.
- ✗ Annual season tickets or passes.
- ✗ You not wanting to attend the event, other than for an insured reason.
- ✗ Pre-existing medical conditions of you or a close relative.
- ✗ You exposing yourself to harm or being under the influence of drugs or alcohol.
- ✗ Anything mentioned in the exclusions in the policy wording.



Are there any restrictions on cover?

- ! You must be a resident of the United Kingdom and be purchasing the policy in the United Kingdom.
- ! You must be under the age of 80 at the time the policy is purchased.
- ! The insurance must be purchased at least 28 days prior to the ticketed event.



Where am I covered?

The geographical scope of this policy will be shown on your certificate of insurance and will depend on the premium you have paid.

European Cover

You will be covered for ticketed events anywhere within Europe, including the United Kingdom.

Worldwide

You will be covered for ticketed events within the UK and anywhere else in the world.



What are my obligations?

- You must take care to review and understand your policy terms, conditions and exclusions. This document is only a summary of benefits and does not contain all limitations.
- You must make sure you meet the eligibility criteria under this policy.
- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this will invalidate your policy and claims will not be paid meaning that you will be liable for any related costs.
- You must notify us of any situation which may lead to a claim within 28 days.
- You must at all times act as if you are not insured.



When and how do I pay?

Your premium is paid as a one off payment paid at the point of purchase by either credit or debit card.



When does the cover start and end?

- For single event cover, cover starts when you purchase the insurance or when you book your event ticket, whichever is the later, and ends when the ticketed event commence.
- For multi-event cover, cover starts on the date shown on your schedule of insurance and ends after 365 days of this date.
- For both Single Trip and Annual Multi-trip policies the period of insurance will be shown on your schedule of insurance and will commence at 00:01 on the policy start date and end at 23:59 on the policy expiry date.



How do I cancel the contract?

If you decide to cancel your policy, we will give you a full refund if you let us know within 14 days from either the purchase or receipt of your certificate of insurance whichever is later, provided that you have not already travelled. We will not pay you a refund if you have made a claim. If you cancel outside of these 14 days, no refund will be given.