

General terms and conditions of insurance (GTC) Ticket Insurance

(Edition 2020)

Information for customers in accordance with the DPA (the Swiss law governing insurance contracts)

The following information for customers provides a clear and concise overview of the identity of the Insurer and the most important points contained in the insurance contract (Art. 3 of the Swiss law governing insurance contracts, the DPA).

Who is the Insurer?

The Insurer is AWP P&C S.A., Saint-Ouen (Paris), Wallisellen Branch (Switzerland), called Allianz Assistance in the following text. The headquarters of the company is at Richtiplatz 1, 8304 Wallisellen, Switzerland.

Who is the Policy Holder?

The Policy Holder is Infomaniak Entertainment SA, Rue Eugène-Marziano 25 (3ème étage), 1227 Geneva, Switzerland.

What risks does the insurance cover, and what is the scope of the insurance protection?

The insured risks and the scope of insurance cover are set out in the policy and the General terms and conditions of insurance.

Who are the people covered by the insurance?

Based on the collective insurance contract concluded with the Policy holder, Allianz Assistance provides the owners of insured tickets with insurance protection, together with a direct right to claim in association with the insurance benefits.

The entitled persons are listed in the confirmation of insurance and the General terms and conditions of insurance (GTC).

What are the important exclusions?

■ Events that have already occurred at the time of joining the collective insurance policy or purchasing the ticket, or events that were discernible for the insured individual at the time of joining the collective insurance policy or purchasing the ticket.

■ Events connected with epidemics or pandemics.

■ Events connected with participation in risky actions, where the individual is knowingly exposed to danger.

This list only contains the most common exceptions. Further exceptions are set out in the General terms and conditions of insurance and the DPA.

How much is the premium?

The level of the premium depends on the insured risks in each case, and on the cover required.

The level of the premium will be defined at the time of application, and is indicated in the confirmation of insurance.

What are the duties of the people with the right to claim?

■ To fulfil their contractual and legal duties of notification, information and conduct in full (e.g. prompt notification of a case of loss/damage to Allianz Assistance).

■ To do all that they can to help minimise and clarify the loss/damage (e.g. authorising Allianz Assistance to issue the relevant documents, information etc. to third parties to clarify the case of loss/damage).

This list only contains the most common duties. Further duties are set out in the General terms and conditions of insurance and the DPA.

When does the insurance cover begin and end?

The beginning and end of the insurance cover are defined in the application and specified in the confirmation of insurance.

How does Allianz Assistance handle information?

When processing personal data essential to the transaction of insurance business, Allianz Assistance observes the Swiss Data Protection Act (FADP). If necessary, Allianz Assistance will use the claims form to obtain the necessary approval from the insured person to process the data.

The personal data processed by Allianz Assistance includes data relating to the conclusion of the contract and the policy/claims handling. The information processed mainly comprises the policyholder's or insured person's details from the insurance application and the claims statement. In the interests of all policyholders, data may also be exchanged with previous insurers and reinsurers within and outside Switzerland. Allianz Assistance also processes personal data in connection with product enhancements as well as for its own marketing purposes.

In order to offer value-for-money comprehensive insurance cover, some of the benefits offered by Allianz Assistance are provided by legally independent companies both domestically and abroad. These may be Allianz Group companies or cooperation partners. For the purposes of fulfilling its contractual obligations, Allianz Assistance must exchange data both within and outside the group. Allianz Assistance stores data electronically or physically in compliance with the legal provisions. Persons whose data is processed by Allianz Assistance have the right, in accordance with the Data Protection Act (DPA), to ask what data concerning them Allianz Assistance actually processes; they may also request the rectification of incorrect data.

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General terms and conditions of insurance

AWP P&C S.A., Saint-Ouen (Paris), Wallisellen branch (Switzerland), called Allianz Assistance in the following document assumes liability for the benefits agreed according to the collective insurance contract with Infomaniak Entertainment SA and listed in this insurance document. These benefits are defined by the Common Provisions, together with the General terms and conditions of insurance for each component of the insurance, as well as being supplemented by the provisions of the Swiss law governing insurance contracts (IPA).

1 Insured tickets

The insurance covers tickets purchased for the event by the insured person at one of the official Infomaniak Entertainment SA sales points and those included in the ticket insurance policy.

2 Beneficiary

The Beneficiary is the owner of an insured ticket.

3 Scope of the insurance

The insurance policy applies worldwide.

4 Beginning and duration of insurance protection

The insurance cover begins at the time the ticket is purchased and ends at the beginning of the event, i.e. with entry into the location at which the event takes place (Simultaneous purchase of insurance and the event ticket. Later purchase is not possible).

5 Sum insured

The maximum insured sum per ticket is CHF 500.

6 Insurance benefits

6.1 Cancellation costs

If the entitled person is unable to attend the booked event because of an insured event Allianz Assistance will reimburse the contractually-liable cancellation costs up to the level of the agreed sum insured.

6.2 The expenses of administrative costs or for the insurance premium will not be reimbursed.

7 Insured events

7.1 Illness, injury, death and pregnancy

- 1 Severe illness, severe injury, complications of pregnancy or as a result of death (in so far as the relevant event has arisen after the time of booking)
 - of the entitled person;
 - a closely-connected person who has booked for the same event, and who has cancelled the booking
 - a person who is closely connected with the entitled person and who is not attending the event.

If a number of people have booked the same event, it can only be cancelled by a maximum of 6 people.

- 2 Psychological illness. Insurance cover only exists if

- the inability to work is certified by a psychiatrist, and
- the inability to work is proven by providing a confirmation of absence from the employer.

- 3 In the case of chronic disease, insurance protection only exists if attendance at the event has to be cancelled because of an unexpected acute deterioration, certified by a doctor. As a precondition of insurance, the state of health must be stable at the time the ticket is purchased.

- 4 Insurance protection only exists in the case of pregnancy if the pregnancy commenced after the ticket was purchased, and if the date of the event is beyond the 24th week of pregnancy, or if the pregnancy commenced after the ticket was purchased and the event would present a risk to the unborn child.

7.2 Delay and failure of the means of transport for the outward journey

If it proves impossible to attend the event as a result of delay or failure of the means of public transport used for the journey (i.e. if admittance is no longer possible or if the event has already ended).

7.3 Failure of the vehicle on the outward journey

If the private vehicle or taxi becomes unfit to drive during the direct journey to the event as a result of an accident or breakdown. Problems with keys and fuel are not covered by insurance.

7.4 Postponement of the event by the organiser

- 1 If an event or the venue for an event is changed and the ticket is valid for the new date and/or the new venue and the Beneficiary cannot attend the changed event because of an insured event.

- 2 In addition to the insured events described in Clauses 7.1 – 7.3, the following insured events also apply for Clause 7.4, as long as they were already known at the time the change was notified:

- Official summons: if the Beneficiary receives a summons to appear before a court as a witness or a juror. The court dates must prevent attendance at the event.
- Military and civil defence: if the Beneficiary is unable to attend the event because of fulfilment of military or civil defence duties.
- Holidays: if the Beneficiary is unable to attend the event because of holidays already booked.
- Business reasons: if the Beneficiary is unable to attend the event because of a planned business reason.
- Wedding: if the Beneficiary is unable to attend the event because of an invitation to a wedding celebration.

8 Obligations in the event of loss/damage

- 8.1 In order to be able to call upon the Allianz Assistance benefits, the person with the entitlement to claim must notify Allianz Assistance of the loss/damage in writing without delay.

- 8.2 The entitled person has a duty to do everything possible to minimise the loss/damage and to clarify it.

- 8.3 The entitled person has a duty to undertake in full his/her contractual or legal obligations with regard to notification, information or conduct.

- 8.4 If the loss/damage has arisen as a result of illness or injury, the entitled person must ensure that the medical personnel providing treatment are freed from their duty of confidentiality with regard to Allianz Assistance.

- 8.5 If the entitled person is also able to assert claims for which Allianz Assistance has furnished provisions against third parties, he/she must safeguard these claims and cede them to Allianz Assistance.

- 8.6 The following documents must be made available to Allianz Assistance at the contact address:

- Original ticket
- Order number (ord) and ticket number (tix)
- Death certificate
- Documents and/or official certificates that confirm that the loss/damage has happened (e.g. detailed medical certificate with diagnosis, employer's certificate, police report, etc.)

9 Violation of obligations

If the Beneficiary violates his/her obligations, Allianz Assistance can refuse or reduce its benefits.

10 Non-insured events

10.1 Poor course of recovery

If an illness or the consequence of an accident, an operation or a medical intervention already existed at the time of purchasing the ticket and recovery is not complete by the date of the event. If recovery from the consequences of an operation/medical intervention already planned at the time of purchasing the ticket, but not undertaken until afterwards, is not complete by the date of the event.

10.2 Cancellation by the organiser

If the organiser can not fulfil the contractual benefits in full or in part, or cancels the event, or has to cancel as a result of the actual circumstances, and has to reimburse the costs of benefits not provided on statutory grounds. Does not apply to a change in the event made by the organiser as described in Clause 7.4.

10.3 *If a circumstance has already occurred at the time of conclusion of the agreement or purchase of the ticket or if its occurrence could have been detected by the entitled person at the time of conclusion of the agreement or purchase of the ticket, there shall be no entitlement to benefits.*

- 10.4 *Events are not insured if they have been caused by the entitled person as follows:*
- *Misuse of alcohol, drugs or medical products*
 - *Suicide or attempted suicide*
 - *Participation in strikes or unrest*
 - *Participation in competitions and training sessions involving motor vehicles or boats*
 - *Participation in actions involving risks, where the individual knowingly exposes himself/herself to danger*
 - *Grossly negligent or pre-meditated conduct/omission*
 - *Commitment of a crime or offence, or the intention to do so*
- 10.5 *The insurance does not cover activities related to an insured event, e.g. costs of replacement of the insured items or police-related matters.*
- 10.6 *The insurance does not cover the following events or their consequences: war, terrorist attacks, unrest of any kind, epidemics, pandemics, natural catastrophes and incidents involving atomic, biological or chemical substances.*
- 10.7 *The insurance does not cover the consequences of events caused by official decrees, e.g. confiscation of assets, imprisonment or ban on leaving the country.*
- 10.8 *If the certifier (expert, doctor, etc.) is a direct beneficiary or relative of the entitled person by blood or by marriage.*
- 11 Definitions**
- 11.1 **Closely connected persons**
Closely connected persons are:
- Relatives (spouses, parents, children, parents-in-law, grandparents and siblings)
 - Life partners and their parents and children
 - Carers of underaged children or relatives who are in need of care and are not travelling with the insured person
 - Very close friends, with whom there is intensive contact
- 11.2 **Organiser**
The term organiser denotes all those enterprises that provide event services on the basis of a contract with and for the entitled person.
- 11.3 **Public conveyance or means of transport**
A public conveyance or means of transport is a method of transport that travels regularly, on the basis of a timetable, and for which a ticket has to be purchased. Taxis and hired vehicles do not count as public means of transport.
- 11.4 **Breakdown**
A breakdown is a sudden, unforeseen failure of a vehicle as a result of an electrical or mechanical defect, which makes it impossible to continue the journey, or which would make it illegal to continue the journey. The following are put in the same category as a breakdown: tyre faults, lack of fuel, vehicle keys locked in the vehicle and discharged battery. Loss of or damage to the vehicle key and incorrect fuel do not count as a breakdown and are not covered by insurance.
- 11.5 **Personal injury**
An injury is the sudden, unintended damaging effect of an unusual factor on the human body.
- 11.6 **Motor vehicle accident**
An accident is any damage to a vehicle, caused by a sudden violent external event, which makes it impossible to continue the journey, or which would make it illegal to continue the journey. In particular, this includes events caused by impact, collision, turning over, crashing, subsidence and immersion.
- 11.7 **Severe illness / severe consequences of injury**
Illnesses and/or consequences of injury are regarded as severe if they result in a temporary or permanent inability to work.
- 12 Complementary clause**
- 12.1 If an entitled person has an entitlement under a different contract of insurance (voluntary or compulsory insurance), the cover is limited to that part of our benefits that exceeds that provided by the other insurance contract. Overall costs will only be reimbursed one single time.
- 12.2 If Allianz Assistance has nevertheless provided benefits for the same loss/damage, these shall be regarded as an advance payment, and the entitled person shall cede his/her entitlement to claim against the third party (third-party, voluntary or compulsory insurance) to Allianz Assistance to the same extent.
- 13 Period of limitation**
The period of limitation for claims resulting from the insurance contract, is 2 years from the time of the event upon which the duty to provide the benefit is based.
- 14 Place of jurisdiction and applicable law**
- 14.1 Actions against Allianz Assistance may be filed in the court at the company's headquarters, or at the Swiss place of residence of the entitled person.
- 14.2 The Swiss law governing the insurance contract (the Bundesgesetz über den Versicherungsvertrag, or DPA) is applied as a supplement to these provisions.
- 15 Contact address**
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