

What benefits are insured?

Cancellation cover if you are unable to attend an event

Reimbursement of ticket cancellation costs	up to the selected ticket price
--	---------------------------------

! If the policy is taken out later than 3 days of booking the tickets, only such events are insured that occur after the 10th day after the policy has been taken out (except in cases of accident, death or act of God).



The insurance cover applies to **one event** or to a **series of events** (season ticket and subscription).

All insured reasons for trip cancellation can be found in Article 6 of the ERV-VB Tickets 2021.

Where does the insurance cover apply?

The insurance cover applies worldwide, with the exception of North Korea, Syria, Venezuela, Crimea and Iran.

Which contractual basis applies?

The insurance product is subject to the EUROPÄISCHE Insurance Conditions for Ticket Cancellation Cover 2021 (ERV-VB Tickets 2021). Austrian law applies.

Premium

The premium is 7,5 % of the ticket price.

The maximum insured sum per person and ticket (including all ancillary costs) is € 2,000.-.

What has to be done if claim occurs?

Notify your claim on www.wien-ticket.at/en/service/ticketstornoschutz.

Enter your invoice number, the number(s) of the ticket(s) that are to be cancelled, and all necessary data. Following notification you will receive an email summarising the claim data and stating what further steps are to be taken.

Tickets which have already been printed are to be sent to the insurer in the original.

Keep documents such as police reports, factual reports, doctors' and hospital certificates and bills, etc as evidence for your claim for at least 3 months from the date of notification of the claim. The insurer reserves the right to require you to present these documents within this 3-month period.

If you are not able to notify your claim via www.wien-ticket.at/de/service/ticketstornoschutz, please send the notification and all necessary documents by post to Europäische Reiseversicherung AG, Service Center, Kratochwjlestrasse 4, A-1220 Vienna.

Who is the insurer?

Europäische Reiseversicherung AG,

Registered office in Vienna. Kratochwjlestraße 4, A-1220 Vienna

Phone: +43 1 317 25 00, E-Mail: info@europaeische.at

europaeische.at, Commercial reg. HG Wien FN 55418y.

Our information sheet on data processing is available at <https://www.europaeische.at/en/legal/privacy> or can be requested from our customer service.

Aufsichtsbehörde: FMA Finanzmarktaufsicht, Bereich: Versicherungsaufsicht, Otto-Wagner-Platz 5, A-1090 Wien.

Supervisory authority: FMA Financial Market Authority, Department: Insurance Supervision, Otto-Wagner-Platz 5, A-1090 Vienna.

Europäische Reiseversicherung AG belongs to the Group of Assicurazioni Generali S.p.A., Trieste, which is registered in the register of insurance groups of IVASS under no. 026.

Mag. Wolfgang Lackner

Mag. Christian Wildfeuer