

Show Cancellation Insurance

Insurance information document



Company: WAKAM, insurance company registered in France and governed by the French Insurance Code - Approval number: 4020259 - SIREN number: 562 117 085.

Designed with In Confidence Insurance, SAS registered at the Nanterre RCS under no. 798 338 182 and at the Orias under no. 14 000 507, insurance agent, and with SPB, an insurance brokerage company, registered at the Le Havre RCS under no. 305 109 779 and at the Orias under no. 07 002 642 (registration and status of brokers can be consulted on www.orias.fr).

Product: Operadeparis.fr Show Cancellation Insurance - n°ICIOPAS16

This document provides a summary of the main benefits and exclusions of the policy. It does not take into account your specific needs and requests. Full information on this product can be found in the pre-contractual and contractual documentation.

What type of insurance is it?

The Show Cancellation insurance is an optional insurance policy, which allows you to be reimbursed for your tickets following the occurrence of events beyond your control



What is insured?

Tickets for performances purchased on the www.Operadeparis.fr website or from the Paris Opera at the Palais Garnier or the Opéra Bastille box office in Paris and which cannot be used due to:

- ✓ Any uncontrollable, sudden, unforeseeable and irresistible event, provided it occurs before the performance and can be accounted for (if no justification is provided: a 20% excess applies).
- ✓ Transport or accommodation costs may be reimbursed upon request and up to a maximum of:
 - €120 incl. taxes per claim for transport costs;
 - €120 incl. taxes per claim for accommodation costs.

A single claim may be made up of the cancellation of one or more Insured Tickets.

Elements with a green check



are systematically included in the contract.



What is not insured?

- ✗ Tickets refunded to the Subscriber via the Operadeparis.fr website
- ✗ Shows cancelled by the organisers
- ✗ Event whose occurrence is already known of at the time of subscription



What does the coverage exclude?

- ! Accidents or illnesses known of prior to the date of subscription
- ! Epidemics, pandemics and other infectious diseases as defined by the Ministry of Health or the WHO (except in the case of the Subscriber's isolation, formalised by proof issued by a health professional)
- ! Depression, psychic, nervous or mental illness
- ! Suicide, attempted suicide
- ! The loss of secured tickets
- ! The loss of identity documents
- ! Theft without breaking and entering or without assault
- ! Cosmetic treatments, cures
- ! Intentional or fraudulent misconduct
- ! Civil or foreign war, riots, civil commotion, acts or threats of terrorism, any effect of a source of radioactivity, epidemics, pandemics, natural catastrophes

Ticket refund limit:

- 9 tickets for individuals
- No limit for groups

Excess of 20% of the ticket price for failure to provide proof of the event that led to the ticket being unused (with exceptions: refer to the Sheet)



Where am I covered?

- ✓ Throughout the world. However, compensation can only be paid in metropolitan France and in euros.



What are the obligations?

If breached, non-warranty may ensue or subscription to the insurance contract may be nullified:

When subscribing to the contract

- Providing true answers to the questions asked by the insurer
- Providing any supporting documents requested by the insurer
- Paying the fee

During the contract

- Paying the insurance premium
- Informing SPB of any situation changes

In the event of a claim

- Reporting the claim to SPB within five business days after becoming aware of the covered event by making an online declaration on the website <https://event.spb.eu>, by e-mail or by telephone. In the event of theft, this period is reduced to two business days.
- Providing all documented proof needed for the payment of the compensation.



When and how to make payments?

The membership fee is paid when the ticket is purchased on the www.Operadeparis.fr website or at the Paris Opera, at the Palais Garnier or the Opéra Bastille box office in Paris.



When does coverage begin and end?

The coverage takes effect along with the subscription, which must be made when tickets are booked, provided the subscription fee is paid.

The coverage automatically ends the day after the performance.
In the organiser were to postpone the performance, coverage would apply regardless.



How can I terminate the contract?

Subscription to the contract may be terminated in the following cases:

- In the event that the Subscriber exercises their right to cancel the insurance within 30 days for a Performance taking place more than 30 days after they subscribe.
- In case of loss of the voucher and/or e-ticket and/or ticket
- If the subscriber exercises their right to terminate the membership as of the thirteenth (13th) month of subscription, at any given time.
- In the other cases laid out in the French the Insurance Code

Waiver and termination terms:

- On the website
- By post
- By telephone