



TicketPlan Ticket Cancellation Refund Promise

Note: this is not relevant for customers who have purchased the TicketPlan Refund Promise

Please find as follows the terms on which we act on behalf of our clients and details of our regulatory and legal responsibilities. We have also listed some of your responsibilities.

Please contact us should there be anything you do not understand or if you have any questions.

About Our Company

TicketPlan is a trading name of AGS Pier GmbH, which is fully owned by Pier Insurance Managed Services Ltd.

The cover is arranged by AGS pier GmbH, with a registered office at Hohe Bleichen 8, 20354 Hamburg, Germany. AGS pier GmbH is a registered intermediary, an insurance agent with authorisation according to § 34 d para. 1 GewO (German Trade Regulation) with registration number: D-DWGU-041S5-44.

The policy is underwritten by Collinson Insurance Europe Limited, regulated and authorised by the Maltese Financial Services Authority under number C8997, with a registered office at Third Floor, Development House, St. Anne Street, Floriana, FRN 9010, Malta.

For UK customers, services are provided by Pier Insurance Managed Services Limited. For EU customers, services are provided by our fully owned subsidiary AGS Pier GmbH.

Our Products and Services

We offer a ticket cancellation refund promise product suitable for those who wish to insure themselves if they are unable to attend a booked event in Europe, as a result of certain, and specified, unexpected circumstances and for which they have purchased tickets and paid the appropriate premium. We only offer ticket cancellation refund promise products underwritten by Collinson Insurance Europe Limited [the insurer].

We do not give advice or personal recommendations in connection with ticket cancellation refund promise. You will be presented with the terms and conditions of the product and appropriate premium. This allows you to decide how you want to proceed and whether this product meets your specific cover requirements.

The Capacity in which We Act

When arranging this cover, we always act as the insurer's representative.

Our Remuneration

When we arrange your cover, the insurer pays us a percentage commission from the total premium.



Disclosure

It is very important that the information you give us when filling out a refund application form and when making declarations is accurate. If a form or statement is completed on your behalf, it is your responsibility to verify that the answers to all questions are true and complete.

It is recommended to keep copies of any correspondence you send to us or directly to the insurer.

Insurer Premiums

The ticket seller will collect your premium as part of your order with them; the premium will then be passed to us as part of a monthly invoicing process. We hold cover premiums as representatives of the insurer.

Right of Withdrawal

You may have a right to cancel your ticket cancellation refund promise up to 14 days after the date on which you purchase your cover or receive your cover document at the beginning of your cover, whichever is later.

Should you exercise this right of withdrawal, you will be entitled to a premium refund. Should a claim arise prior to the exercise of the right of withdrawal, insurers will not allow a refund of the premium paid.

If this right of withdrawal is not exercised within 14-days, no premiums paid will be refunded.

Treating Customers Fairly

We strive to always provide a high standard of service and welcome feedback from our customers. If for any reason, you believe that our service is not up to the expected standard, please let us know.

You can email TicketPlan Ltd at: management@ticketplan.com

Complaints Procedure

Should there be occasions when we do not meet your expectations, we are also obliged to deal with complaints thoroughly and professionally.

If you wish to register a complaint regarding the sale of your cover, please contact TicketPlan Ltd in the following ways:

In writing: Customer Services, TicketPlan Limited, Evolution House, New Garrison Rd, Southend-on-Sea, UK, SS3 9BF

By email: management@ticketplan.com

If you remain dissatisfied after receiving our response, you may be able to refer your complaint to the Financial Ombudsman in your country of residence.