

Event Travel in conjunction with

Policy Valid for all bookings 01 January 2022

COVID-19 (Coronavirus) FAQ

In what circumstances can I obtain a refund?

- Confirmed infection resulting in the **Ticket Holder(s)** inability to attend the **Event** if the **Event** has not been **Cancelled**
- Death of the **Ticket Holder(s)** or a **Dependant** from Coronavirus disease (COVID 19)
- The **Ticket Holder(s)** has been ordered to self-isolate having registered a positive test result from an authorised health service provider for Coronavirus disease (COVID 19)
- The inability of the **Ticket Holder(s)** to attend an **Event** due to a government-mandated travel ban in your home region/country being implemented after you purchased the ticket(s) preventing the **Ticket Holder(s)** travel to where the **Event** is taking place

In what circumstances can I not obtain refund?

- The fear of attending an **Event** due to any perceived fear of contracting Coronavirus disease (COVID 19)
- Self-isolation that has been entered into without a positive test result provided by an authorised health service provider.
- Refunds for an **Event** cancelled by the **Venue** or **The Seller**

Circumstances in which you can claim a refund

We will provide a refund of the amount paid by **Customer(s)** for tickets to an **Event** should **Ticket Holder(s)** be unable to attend, or arrive late at the **Event** such that they are unable to utilise the ticket(s), solely as a direct result of:

- Incapacity of the **Ticket Holder(s)** caused by either an **Accident** or Personal **Bodily Injury** or **Sickness** or a Personal **Medical Emergency** prior to the **Event**.
- **Incapacity** of a **Dependent** through **Accident, Bodily Injury or Sickness** first commencing prior to the **Event** necessitating the support of the **Ticket Holder(s)**.
- **Adverse weather** preventing attendance at the **Venue**.
- **Travel Delay** on the day of the **Event** due to a cause outside of the control of each of the **Ticket Holder(s)** that solely and directly prevents the **Ticket Holder(s)** continued transit to the **Event**.
- Death of the **Ticket Holder(s)** or a member of their **Immediate Family** within thirty days prior to the date of the **Event**.
- Restricted access to the Venue caused by Flood, Fire, Explosion
- Strikes, Riots, Civil Commotion, Martial Law, **Terrorism, Volcanic Ash Event**.
- The **Ticket Holder(s)** inability to attend due to being a member of the armed forces who is unexpectedly called to duty.
- The unavoidable requirement for the **Ticket Holder(s)** to remain at home due to serious damage to the **Ticket Holder(s)** home or place of business caused by fire, aircraft, explosion, storm, flood, subsidence, earthquake, falling trees, burst pipes, lightning, malicious persons or theft.
- The unavoidable requirement of the **Ticket Holder(s)** to perform Jury Service where the Jury Summons was first received by the **Ticket Holder(s)** after the date of ticket purchase.
- **The Ticket Holder(s)** being summoned to appear at court proceedings as a witness where the witness summons was first received by the **Ticket Holder(s)** after the date of ticket purchase.
- The **Ticket Holder(s)** 30 days prior to the date of the **Event** being **Relocated** for work more than 100 miles from the **Venue** which you were unaware of at the time of booking.
- The **Ticket Holder(s)** within 30 days before the **Event** date being unexpectedly made compulsorily redundant.

Circumstances in which you will not be entitled to claim a refund

This ticket reimbursement program does not cover any application for or resulting from:

- Refunds for a **Cancelled** or **Abandoned Event**
- Reimbursement of the ticket protection fee charged by **The Seller**
- **Non-Appearance** of any **Participant**.
- **National Mourning**.
- Death, **Bodily Injury** or **Sickness** of the **Ticket Holder(s)** directly or indirectly caused by or resulting from: suicide or intentional self-injury or criminal act committed by the **Ticket Holder(s)**.
- Failure of the **Ticket Holder** in the event of **Bodily Injury** or **Sickness** to consult a duly qualified medical practitioner and comply with the medical advice given by the medical practitioner.
- Actual or threatened war, invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalisation, requisition or destruction of or damage to property by or under order of any government or public or local authority.

- Loss or damage caused in whole or part by ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, the radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component thereof, nuclear reaction, nuclear radiation or radioactive contamination.
- The actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing, concurrently or in any other sequence, thereto.
- The **Ticket Holder(s)** failing to observe and comply with the requirements of any law, ordinance, court or regulatory body of whatever jurisdiction.
- The **Ticket Holder(s)** lack of care, diligence or prudent behaviour.
- Inability to gain or maintain a **Visa** in the country the event is scheduled to take place, howsoever caused.
- Any fraud, misrepresentation or concealment by the **Ticket Holder(s)**.
- Any financial failure of or financial default by anyone.
- Variations in the rate of exchange, rate of interest, or stability of any currency.

Important Conditions

General Conditions

- Any fraud, misstatement or concealment or negligent statement in the information provided in the making of a refund application shall render the application voidable by Secure My Booking.
- Any and all refund payments due under the terms and conditions of this Ticket Reimbursement Program may be made payable to a third party(s) as directed by the **Customer**. Payment of such refunds shall be a sufficient and complete discharge of all of the obligations to the **Customer** and/or **Ticket Holder(s)** in connection with said reimbursement application(s).
- The Secure My Booking Ticket Reimbursement Program is to be governed by and construed in accordance with the Laws of England whose courts shall have exclusive jurisdiction.
- The Ticket Holder(s) shall at all times take all reasonable care and measures to avoid or diminish a loss under this Ticket Reimbursement Program.

How do I apply for a refund?

Requests for refunds should be submitted online at <https://ticket-refunds.com/> within sixty (60) days of the incident. However, we should point out that the reimbursement programme covers a list of circumstances in which you may apply for a refund and we are unable to consider any circumstances that are not listed.

You may be asked to provide any of the following when making a refund claim:

- Doctor's certificate or hospital letter confirming the dates and nature of your incapacity/illness.
- A copy of the death certificate.

- Evidence such as an official police report, insurance claim for vehicle damage, report from a roadside assistance service or a repair invoice. Confirmation of a delay from a public transport provider which details the cause, date and extent of a delay.
- Copy of your summons for jury service.
- Weblinks from a reputable national news outlet detailing the circumstances of the refund application.
- Written evidence issued by an independent authority that supports the circumstances of the application. Confirmation from the **Venue** of the restricted access or closure.
- Confirmation from a government office detailing the adverse weather, weblinks from a reputable national news outlet.
- A buildings insurer / loss adjuster's report or report from the emergency services clarifying the nature and extent of the damage.
- Official Armed Forces document.
- Any reasonable additional evidence you are asked for.

Subject to meeting the policy requirements and that you have advised Event Travel that you can no longer continue with your booked arrangements and Event Travel have provided you with a formal cancellation invoice – should you wish to make a claim please use link :- [HOW TO MAKE A CLAIM](#)

Definitions

The following words or phrases have the meaning shown below wherever they appear in bold:

- **Abandonment or Abandoned** means the inability to complete the **Event** once commenced.
- **Accident** means a sudden, unexpected and unintended, specific event which occurs at an identifiable time and place.
- **Adverse Weather** is noted as extreme weather where a severe travel alert has been issued on the day of the **Event** by either the Local Authority or Government of the Country in which the **Event** is taking place preventing your ability to travel to the **Venue**.
- **Bodily Injury** means an identifiable physical injury, including illness resulting from such injury, which is caused by an **Accident** occurring after the ticket was purchased.
- **Cancellation** or Cancelled means the inability to proceed with any or all of the Performance(s) or Event(s) that the Ticket Holder has purchased a ticket for prior to the commencement of the Performance(s) or Event(s)
- **Customer** means a person who purchases a ticket from **The Seller** and who has subscribed to the Secure My Booking Ticket Reimbursement Program on their own behalf and/or on behalf of others in respect of that ticket.
- **Dependent** means a person(s) who cohabits with the **Ticket Holder(s)** and is reliant on the support of the **Ticket Holder(s)**.
- **Event** means the particular performance for which the ticket was purchased.
- **Immediate Family** means the mother, father, mother in-law, father in-law, stepmother, stepfather, sister, brother, child, spouse, civil partner or co-habitee (and their children) and civil law partner, grandparent, legal guardians, foster parents provided that such person(s) are subject to exclusions the **Ticket Holder(s)** lack of

care, diligence or prudent behaviour or the **Ticket Holder(s)** failing to observe and comply with the requirements of any law, ordinance, court or regulatory body of whatever jurisdiction.

- **National Mourning** means **Cancellation, Abandonment, Postponement or Relocation** of the **Event** caused by any period of mourning declared by the Government or Monarchy of the country in which the **Event** is due to take place.
- **Non-Appearance** means any loss in consequence of the **Cancellation** or **Abandonment** of the **Event** arising directly or indirectly from the death, accident, or illness, or travel delay of the **Participant**.
- **Participant** means any party, including without limitation, any act, artist, celebrity, sports or other person(s) billed to appear or perform at the **Event** or any provider of technical services, who is contracted to perform a function critical to successful fulfilment of the **Event**.
- **Redundancy** means the unexpected compulsory termination of employment of the **Ticket Holder(s)** by their full-time employer within 30 days of the **Event** date.
- **Relocated** means the enforced move away of the **Ticket Holder(s)** from their current domicile by at least 100 miles to maintain their current full-time employment this move away being orchestrated by their full-time employer within 30 days of the **Event**.
- **Sickness** means an illness which is sufficiently debilitating to prohibit safe movement of the **Ticket Holder** concerned and their ability to travel.
- **Terrorism** means an unlawful act including but not limited to the use of force or violence and / or the threat thereof, by any person(s) acting individually or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and / or to put the public or any part thereof in fear.
- **The Seller** means an agency or venue from whom the **Customer** has purchased a ticket and who has subscribed to the Secure My Booking Ticket Reimbursement Program.
- **Ticket Holder** means a person who holds a ticket purchased by a **Customer** and who can demonstrate that the **Customer** subscribed to the Ticket Reimbursement Program on their behalf in relation to that ticket.
- **Ticket Price** means the ticket price, booking fees and service fees and fulfilment costs as evidenced in the confirmation of ticket purchase excluding any charge applicable under the Secure My Booking Ticket Reimbursement Program.
- **Travel Delay** commencing on the day of the **Event** where you are starting your travel in the country where your **Event** is being held.
- **Valid Ticket** means the issued ticket for the booked event, or issued documentation, which is for admission to the booked event, which are unused and not cancelled.
- **Venue** means the place(s) as detailed on the ticket purchased where the **Event** is to be held.
- **Visa** means an endorsement on a passport indicating that the holder is allowed to enter, leave, or stay for a specified period of time in a country
- **Volcanic Ash Event** is a phenomenon caused by the eruption of a volcano sending an ash cloud into the atmosphere.

Claim Procedure

Subject to meeting the policy requirements and that you have advised Event Travel that you can no longer continue with your booked arrangements and Event Travel have provided you with a formal cancellation invoice should you wish to make a claim please use link below;-

[HOW TO MAKE A CLAIM](#)