



The **better** ticket insurance from ERV Evropská

We all know it. Tickets to theatre, concerts, festivals, sport and other events are usually purchased long in advance. However, in the period between the purchase and the date of the event, a number of unexpected troubles, that can prevent you from participating, may happen. **Buy your insurance with the ticket** and save money if you cannot use it.

When do we refund your ticket?

- you or your close relative become **ill** or get **injured**,
- you experience health **complications** in connection with **pregnancy**,
- there is a **damage** to your **residence** just before the event takes place,
- for serious reasons, your **friends** with whom you bought tickets, **cancel their participation** and thus leave you in the position to attend the event by yourself,
- you **move for work** to an area at least 100 km away from the venue.



What do you need to do?

- **Report your claim** via our user friendly online system at **ERVpojistovna.cz**.
- Do not forget to upload **photocopies of documents** proving the reason of your absence into the system (medical report dated before the event, confirmation from employer, etc.). Without this documentation, we cannot refund your ticket.
- Please, send us your **unused tickets**.
- Once we have received all the necessary information and documents from you, we will **send the money for the tickets** to the account of your choice.