



Event Insurance

Terms S-17

Event insurance is for people who purchase tickets to events. The insurance policy reimburses the full ticket price if the ticket holder is unable to attend the event for any of the reasons specified in the policy.

The general provisions in Section 2 of the policy apply to all aspects of the insurance coverage.

The insurance policy is governed by the certificate of insurance, clauses and special terms, these terms, the Company's general terms AS-1 and the provisions of the Insurance Contracts Act No. 30/2004, hereafter the Insurance Contracts Act. The provisions of these terms take precedence over the general terms in the event of any discrepancy.

This document is a translation of the official Icelandic text. In the event of any discrepancy between the translation and the original Icelandic version, the Icelandic version shall take precedence.

Definitions

The company: Vörður tryggingar hf.

The policyholder: The person buying a ticket to an event covered by event insurance.

The insured: Ticket holder at an event covered by event insurance.

The event: The event for which the ticket is valid.

Accident: The term 'accident' refers to a sudden external incident that causes bodily injury to the ticket holder and occurs without their intent, including traffic accidents. For injuries to limbs and dental fractures, it is only required that the incident which causes physical injury to the insured be sudden and happens without their intent. Benefits in the event of accidental death are paid if it is demonstrated that the accident is the direct and sole cause of the death of the insured.

Sudden illness: Illness or health-related conditions that prevent the ticket holder from attending the event.

Severe weather: Weather which prevents the ticket holder from attending the event, e.g. storm or snowfall.

Epidemic: An epidemic that spreads rapidly within a defined area.

Pandemic: An epidemic that spreads through many areas globally.

1. Section. Event Insurance

1. Art. What is covered?

The insurance policy reimburses the ticket price if the ticket holder or related parties are unable to attend the event for which the ticket is valid, or if they arrive too late to use the ticket, due to the following circumstances:

- a. death, serious accident or sudden illness, bodily injury, domestic violence, childbirth or quarantine affecting the ticket holder, the ticket holder's spouse, or the ticket holder's children.
- b. death, serious accident or sudden illness affecting the ticket holder's grandchildren, parents, siblings, grandparents, parents-in-law, or stepchildren; death, serious accident or sudden illness of related parties who are accompanying the ticket holder to the event and hold a valid ticket with event insurance.
- c. significant property damage to the ticket holder's home or business which necessitates the ticket holder's presence. The company must be consulted to determine whether it is necessary to cancel the attendance of the event.
- d. the ticket holder being urgently called into service for public interest duties or rescue operations with search and rescue teams.
- e. inability to attend due to work obligations that cannot be avoided under the Communicable Diseases Act No. 19/1997, including mandatory quarantine, or when travel is prevented by public restrictions arising from an epidemic.
- f. being required to appear as a witness in court.
- g. travel delays on the day of the event due to severe weather that prevent attendance.
- h. unexpected termination of employment within 30 days prior to the event.

2. Art. What is not covered?

The insurance policy does not pay benefits in respect of:

- a. a serious accident that occurred before the insurance was purchased.
- b. any illness or medical condition that existed before the insurance was purchased.
- c. illnesses or conditions arising after the 36th week of pregnancy.
- d. injuries the ticket holder causes to themselves, where the ticket holder deliberately exposes themselves to danger, or in cases of suicide.
- e. non-attendance by the ticket holder due to criminal charges, a court ruling, or other legal obstacles linked to the ticket holder.
- f. an epidemic, a pandemic or other comparable circumstances.
- g. if the ticket holder chooses to:
 - not attend the event due to fear of an epidemic, pandemic, or similar situation.
 - go into quarantine without having a confirmed infection from the health authorities.
- h. non-attendance of the event due to vaccination requirements or mandatory mask wearing at the event venue.
- i. if the event is cancelled, interrupted, or postponed by the event organizer or the ticket seller.
- j. if access to the event is restricted without the event being cancelled.
- k. if the event is postponed, delayed, or moved without being cancelled.
- l. if the event does not take place because the venue is closed.
- m. if an artist or other event participant does not appear.
- n. due to service fees.
- o. arising directly or indirectly from the following:
 - government orders except those regarding quarantine.
 - errors or negligence by the party handling transport, accommodation or travel arrangements.
 - the ticket holder's reluctance to travel or their poor financial circumstances.
 - expenses that the seller is obligated to cover.
 - surcharges imposed by the seller or increases forming the basis of the seller's price list.
- p. arising from the temporary withdrawal from service of a carrier's transport vehicle, or other action taken under orders from a public authority.
- q. due to strike actions that were known, at the time the event was paid for, would begin before departure for the event.
- r. due to financial difficulties or bankruptcy of the seller or other parties responsible for the event.
- s. if the ticket holder cannot attend the event because they fail to obtain a visa or other necessary travel documents.
- t. due to airport taxes and other charges that may be reclaimed from the carrier.

3. Art. Insured amount

The maximum amount payable for each claim is the price of the ticket to the event but only up to a maximum of ISK 80,000 for each ticket.

2. Section. General provision

4. Art. Who is insured?

The ticket holder is insured.

5. Art. Where does the insurance policy apply?

The insurance policy applies anywhere in the world.

6. Art. When does the insured's insurance coverage begin and end?

The company's liability toward the ticket holder begins when the event insurance is purchased and ends when the event starts at the scheduled, publicly announced time.

7. Art. Obligation of the insured in the event of a claim

The ticket holder is obliged to notify the company as soon as possible and provide a medical certificate if requested.

8. Art. Transferring rights

The ticket holder may not transfer their rights without the company's consent.

9. Art. Other provisions

In all other respects not specified in these terms, this insurance agreement is governed by the Insurance Contracts Act No. 30/2004.

These terms are valid from 1. January 2026