

Stretch to Win is unable to answer questions regarding Allianz Global Assistance event insurance.

Claims or Information

Attendees that have purchased ticket protection can ask event insurance questions, or begin the claims process by visiting the Allianz event ticket protection website:

<https://www.eventticketprotection.com/allianzticket/>

List of Covered Reasons for Cancellation of Event Ticket Protection

Below are the list of covered reason for cancellation coverage with Event Ticket Protection. These reasons are set by a 3rd-party insurance partner, Allianz Global Assistance, are subject to change and may vary per policy. Stretch to Win does not have the ability to add/remove any of the reasons in this list.

- **You** will be attending an **immediate family member's** childbirth at the time the **event** is scheduled to take place as long as the pregnancy occurs after the effective date of coverage.
- **You** or a **companion** not arriving at the venue due to a delay by the **travel carrier** used for transportation.
- **Your** death.
- The death of a **family member** on or within 30 days prior to the **event**
- **You** or **your** spouse are permanently relocated by **your** or **your** spouse's current employer to a location that is at least 100 miles from **your** primary residence.
- **You** or a **companion**, after having been with the same employer for at least 12 continuous months, are terminated or laid off, through no fault of **your** or a **companion's** own, after the effective date of coverage.
- **Your** home being made **uninhabitable** by fire, flood, burglary, vandalism, or natural disasters. This benefit only applies for the time that **your** home is actively undergoing the repair process.
- **You** are unable to attend the **event** due to a **weather emergency** within 24 hours of the **event** and the **event** is not cancelled by the venue.
- Any serious **injury** or any unforeseeable serious **illness** occurring to **you** or a **companion** which results in **you** or a **companion** being unable to attend the **event** for which the **ticket** is purchased. **You** or the **companion** must be examined by a **physician** within 72 hours of the cancellation and the **physician** must advise **you** or the **companion** not to attend the **event**.
- Any serious **injury** or any unforeseeable serious **illness** occurring to **your immediate family member** that is considered life threatening or requiring hospitalization or which requires **you** to provide primary care to that person. **Your immediate family member** must be examined by a **physician** within 72 hours of the cancellation.
- **You** being required to serve on a jury or served with a court order or subpoena which requires **your** appearance in court on the day of the **event**, and which prevents **you** from attending the **event**. This covered reason does not apply if **you** are a legal professional acting in the capacity of that profession.

- **You** or a **companion's** automobile having a **mechanical breakdown** within 24 hours of the **event** which results in the vehicle being unable to be driven to the **event**.
- **You**, a **companion**, or an **immediate family member**, who are on **active military duty**, having personal leave status changed, except for disciplinary reasons, which prevents **you** from attending the **event**.
- **Your** pregnancy, as long as the pregnancy occurs after the effective date of coverage, which can be verified by medical records and **your physician** advises **you** not to attend the **event** for which the **ticket** was purchased.
- **You** or a **companion's tickets** being stolen, provided that the venue or promoter cannot reissue stolen **tickets**.
- Theft of **your** automobile within 48 hours of the **event** that results in **your** inability to attend the **event**.
- **You** are unable to attend the **event** because an unforeseeable **urgent home repair** is scheduled to occur within 12 hours of the **event** and **you** are required to be present during the repair.
- **You** or a **companion** being directly involved in a traffic accident on the day of the **event** that causes damage to **your** or a **companion's** vehicle which creates an immediate need for repair to ensure the safe operation of the vehicle.
- **You** or a **companion** being directly or indirectly involved in a traffic accident en route to a departure on a **travel carrier** resulting in **you** or **companion** missing transportation to the **event**, provided that the transportation was scheduled to depart no more than 48 hours prior to the **event**, and the **travel carrier** was unable to accommodate **you** or a **companion** on later transportation which would arrive in time to attend the **event**.