

BEST PRACTICES SERIES

New Era Tickets is committed to helping you master your ticketing system technology. We know that your time is limited, and therefore we've created the *Best Practices Series* to help you identify the most effective features — *that you can begin implementing today.*

New Era Tickets' **Ticket Insurance** solution will provide your customers with purchasing piece-of-mind.

Activate **Ticket Insurance** to enable participating customers to get 100% of the ticket price refunded if they are unable to attend an event for any covered reason (illness, traffic accidents and delays).

Additional Revenue Opportunity for the Venue:

- Ticket insurance works just like travel insurance — at the time of sale, a ticket buyer can insure their purchase
- New Era Tickets pays your venue 12% of the premium
- New Era Tickets manages all your implementation needs — the insurance company and your client advisor will handle everything
- If certain unforeseen events occur that prevent the ticket buyer from attending the event, the insurance company will refund the purchase directly
- Insurance is only offered for internet sales

**Additional Revenue
For Your Venue!**

New Era Tickets pays your venue **12%** of the premium!

All Claims are Handled with the Utmost Fairness:

- All claims are entitled to additional review via the Fairness Principle.
- Through the Fairness Principle procedure, all denied claims are sent to an arbitrator for review, and regardless of the outcome, the arbitrators decision is honored.
- All denied claims are discussed with the insured via telephone prior to a denial letter being sent.
- The Fairness Principle is used to ensure that customers whose claims have been denied have an opportunity to fully understand and resolve any claims questions or concerns.



Airline delays are covered with ticket insurance.



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6th Issue: Ticket Insurance

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Activate **Ticket Insurance** to help your customers feel more confident when making a ticket purchase.

Ease and Peace-of-Mind for the Customer:

- Hassle-free, real-time online claims status
- 98% of claims files with one phone call
- Claims settled within 24 hours receipt of final documentation
- Doesn't require burdensome claim forms
- Direct billing to medical providers
- Dedicated claims analyst assigned to handle claims administration and payment

Protection from Unforeseen Circumstances:

- Sickness, injury or death of an insured, family member, traveling companion, or business partner
- Inclement weather causing delay or cancellation of travel
- Strike resulting in complete cessation of travel services at the point of departure or destination
- The insured's primary residence being made uninhabitable by natural disaster, vandalism, or burglary
- The insured, or a traveling companion being subpoenaed, required to serve on a jury, hijacked, or quarantined
- The insured, or a traveling companion is involved in or delayed due to an automobile accident, substantiated by a police report, while en route to the insured's destination
- Insured or traveling companion is called to active military service, or military leave is revoked or reassigned
- Terrorist incident in a city listed on the insured's itinerary within 30 days of the insured's schedule arrival
- The insured or traveling companion is required to work



Note: More circumstances covered. Please review full description of coverage for comprehensive information on definitions, conditions, and exclusions.

[Click Here For Complete Details](#)

