



Exclusions

What is not covered by this policy

This policy does not cover any loss directly or indirectly arising out of, contributed to by, or resulting from:

- the **attendee** not being able to provide a **doctor's** report for **injury** or **illness**;
 - the **attendee** not being able to return all unused tickets or vouchers forming part of the **booking**;
 - the **attendee** not being able to provide evidence of the unused tickets when applying for a refund;
 - the **booked event** is cancelled, abandoned, postponed, curtailed or relocated;
 - the **attendee** decides not to attend a **booked event** other than for a reason covered by this policy;
 - the **attendee** is prevented from travelling to a **booked event** due to disruption of the **public transport network** which is public knowledge prior to the **booked event**;
 - in **our** reasonable opinion, the **attendee** did not allow sufficient time to travel to a **booked event**;
 - the **attendee** carries out a criminal act which prevents them attending a **booked event**;
 - the **attendee** is prevented from travelling to a **booked event** due to an outbreak of contagious disease and the Government or any agency acting on behalf of the Government has imposed a ban on travel;
 - Relocation for work which is common to **attendee's** job type and position and within normal expectations for the **attendee's** role;
 - Relocation for work which is due to natural disasters or other force majeure events;
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- **We** will not pay any loss if the **Attendee** is a company scheduled to exhibit at the event and is able to attend, regardless of which individuals made the original booking and their ability to attend or not.
 - the **attendee** makes a false or fraudulent refund application or supports a refund application by false or fraudulent document, device or statement
 - the **attendee** submits a refund request more than **30 days after the booked event**.

We will not pay for travelling or associated expenses (unless travel costs are included as part of the total booking price), or any loss other than the purchase price, including booking fee, of the **booked event**.

We will not pay any costs incurred by the **attendee** in submitting or providing evidence to support their refund application.

We will not pay for any **booking** (or any part of a **booking**) that the **attendee** has recovered from any other source including, but not limited to, trip insurance purchased by the **attendee** or vendor compensation paid to the **attendee**.

We will not pay any consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolutions, insurrection, military or usurped power, riot, civil commotion strikes, lockout, terrorism, malicious intent or vandalism, confiscation or nationalisation of or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

We will not pay any loss caused directly or indirectly by:

- ionising radiation or contamination by radioactivity from nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- the radioactive toxic or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

We will not pay any loss caused directly or indirectly by damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.