

Cancellation insurance

Added value for your customers

Thanks to the new cancellation insurance, you offer a reassuring experience to your customers. Allow them to make their purchases in peace: their tickets are covered and will be refunded should the unexpected occur. In addition, earn a commission on each insured purchase.

Security. Peace of mind.

For just a few francs more

At a time when high-demand performances are sold many months before the show, it may be stressful to commit an amount of money even though you do not know your agenda and future situation.

By contracting an insurer, it is an opportunity for you to offer a new service to your customers in a flourishing area. For just a few francs more, you reduce the risk of cancellation and have peace of mind! Who could refuse? Several studies have shown that consumers are favorably disposed to paying a little more to gain flexibility when purchasing, and that the conversion rate may often exceed 30%.

Simplicity. Efficiency.

The new insurance system is the result of several tests and discussions. Based on the experience gained with the first insurance mechanism, we sought to develop an apparatus as simple as possible, while still maintaining high efficiency. Thus the new SecuTix solution is geared around a few key points:

Insurance by season

Insurance is defined once, for all a season's products.

Activation by product family

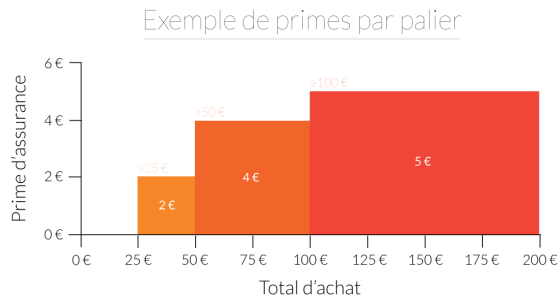
Choose yourself which of your product families can be insured.

Premium based on order total

Set insurance premium levels based on the total insurable products of an order.

Visibility at the ticket window

Even at the ticket window, the insurance is always visible in the cart and encourages your operators to offer it.



☐ Include insurance cancellation premiums for 4.00 \$ (terms) [@ details](#)

Total (1 Seat)

120.00 \$

Total to pay

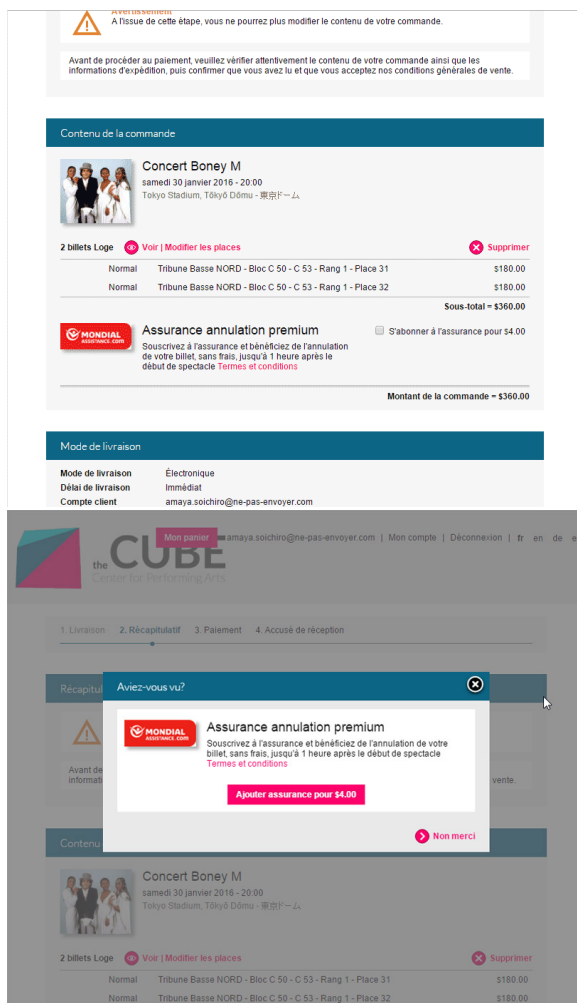
120.00 \$

[SUSPEND](#) [CANCEL ORDER](#) (Order 1000025203) [CARD](#) [CREDIT NOTE](#) [CANCEL TICKET](#)

Please, note that it is not possible to make a **reservation** with an insurance cancellation. An error alert will be display.

Two options to choose

Decide if your orders are insured by default, and maximise conversion rates by using two different interactions in online ticketing.



Quick configuration

Configuring the insurance was grouped into a single screen, with four condensed stages. It is presented in the "[How to configure a cancellation insurance](#)" guide.