

Secutix B2C Partner-Hosted FAQs

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Introduction Paragraph

We have partnered with XCover to provide simple, stress-free protection for our events. XCover's digital claims process is straightforward and hassle-free, with instant payment of approved claims. XCover's friendly support team can help you with any questions not answered in this Help Centre.

About XCover Protection

Why should I add XCover Protection?

XCover's stress-free claims process delivers peace of mind if you're ill or injured, or if other unforeseen circumstances prevent you from attending the booked event. XCover's digital process is simple with quick payouts on approved claims.

How do I purchase XCover Protection?

You can add XCover Protection during checkout when purchasing your tickets. At that time, you'll be able to see the details of the protection and read the Terms and Conditions. After purchase, you can view further information on your XCover Protection by logging in to your [XCover Account](#).

If purchasing via the Box Office, an email address must be provided so that XCover can send your XCover confirmation email and details of your protection purchase.

Managing Your XCover Protection

Where are my XCover Protection documents?

To protect your privacy, your XCover documents are not attached directly to your XCover confirmation email, however they can be viewed by following the links we share within the email. All documents are available in your XCover Account.

I can't find any emails from XCover. What can I do?

After purchasing XCover Protection or when requesting a new password, XCover sends an immediate confirmation email, however, it might take between an hour and a day to receive your email. If you can't find any emails from XCover after some time, [this article](#) contains instructions on how to solve related issues.

To activate your XCover Account, click the link in your confirmation email. From your XCover Account, you can view your XCover Protection documents, make changes, or start a claim.

How do I log in to my XCover Account?

An account is automatically created for you when you purchase XCover Protection. To activate your account, simply find the XCover confirmation email in your inbox and click the link to set up your XCover Account. This is an important step to make any future claim submissions hassle-free. If you can't find your confirmation email, [this article](#) has instructions on how to solve related issues.

If you've already activated your account, simply log in using the email address you provided when completing the initial sign-up process to access your documents, make changes to your protection, or make a claim.

How do I make a change to my XCover Protection?

Depending on your protection terms, you may be able to make some changes to your XCover protection. To see what options are available, you can log into your XCover Account and click 'Cancel/Modify' on the protection you'd like to make changes to..

Typically, XCover allows changes such as contact details to be updated via [XCover.com](#).

How long do I have to cancel and receive a refund on my XCover Protection fee?

To cancel your XCover Protection, please log in to your XCover Account. Your protection is non-refundable unless cancelled within 14 days of purchase, no ticket refund requests have been filed, and the booking hasn't taken place.

If it's your first time logging in to XCover.com, you'll receive an email asking you to confirm your email address. Click the link in this email to finalise your account setup.

If eligible for the refund, the request will be handled and processed entirely by the XCover Team and via [XCover.com](#).

Key Things To Know About Your XCover Protection

What am I protected for?

XCover Protection covers a range of unforeseen circumstances that may prevent you from being able to attend the booked event. Some of these include illness or injury, transit strikes, adverse weather, and more. The full Terms and Conditions are presented during checkout, and can be accessed via XCover.com for customers who purchase protection.

For specific details on your XCover Protection, please visit your [XCover Account](#).

What am I not protected for?

Your XCover Protection is subject to the Terms and Conditions agreed to at the time of purchase.

You may not be protected if:

- You simply change your mind about going to the event.
- You do not provide supporting evidence or necessary documents during the claim process.
- The event itself is cancelled.

For specific details about your XCover Protection, please log in to your [XCover Account](#) to see what's not protected.

When does my protection start and end?

Your protection covers you from the date you purchase protection through until the date of your event. A claim can be submitted up to 15 days after the event ends.

You can find your coverage dates under 'Your Protection' in your [XCover Account](#).

Making A Claim

How do I make a claim?

Firstly, gather all the details and documents to support your claim. [This helpful article](#) has a guide to what documents you may need depending on your claim reason.

When you're ready to submit your claim, log in to your XCover Account, select the XCover Protection you would like to claim for and then proceed to 'Make a Claim'.

What documents do I need to make a claim?

During the online claims process, you will be asked to provide information and documents that support your claim. Clear and comprehensive documents will help XCover assess your claim faster. The documents required may depend on the type of claim. [This helpful article](#) may serve as a useful guide.

Where can I see my claim progress?

To check your claim status and view a complete history of emails from the XCover Claims Team, simply visit the [XCover Claims Centre](#). You can also log in to your XCover Account and navigate to 'Your Claim'.

How will I receive my ticket refund?

Once you cancel your ticket through XCover and the refund has been approved, the friendly XCover Claims Team will send you an email containing a secure link to confirm your banking details for payment. As soon as XCover receives your details, they will automatically process your payment. Payments may take up to 5 days to complete. Keep an eye on your inbox for an email from the XCover Claims Team confirming that your bank has received the funds.

If any alternative payment types are available, they will be listed on the secure page. XCover doesn't send cheques in the mail.

About XCover

Who is XCover?

XCover is owned by Cover Genius, a leading insurtech firm who was recently ranked #1 in the Financial Times list of fastest-growing companies. Cover Genius has won dozens of industry awards in the US, EU, UK, Asia, India and Australia for its claims handling and customer support. XCover Protection is backed by some of the world's largest companies including Lloyd's, Generali, Sampo, CNA and Munich Re.

How do I contact XCover?

If you have a general enquiry about your XCover Protection, most questions are answered in their Help Centre which you can access via your [XCover Account](#). If you would like to know more about what's covered by your XCover Protection, you can also view your Terms and Conditions in your [XCover Account](#).

All XCover customer enquiries are evaluated by email. You can reply to any XCover emails for a speedy response.