



RocketRez

TourShield Ticket Protection

Gives travelers the confidence
to book without worry

Getting started guide & frequently asked questions



Introduction

What is TourShield?

TourShield lets travelers purchase insurance for the tickets they buy from your website. Similar to purchasing insurance for an airline ticket, TourShield gives travelers the confidence to book without worrying about reimbursement due to events like illness, weather or other unexpected circumstances.

What is the value to the traveler?

TourShield provides ticket protection to live event experiences, at a small premium. If a traveler is unable to attend due to any covered reasons, they have the option to file a claim with TourShield for reimbursement.

Financial

Who pays for TourShield?

The traveler is responsible for paying for the TourShield fee should they opt into TourShield at the time of the booking.

What is the cost to the traveler?

Cost varies based on location, event type and event date. The cost is calculated by TourShield.

Does my business get revenue from TourShield sales?

TourShield is a third-party service. RocketRez clients do not receive any revenue from TourShield transactions.



Policy & Coverage

Which items are covered by TourShield?

Coverage applies to all tickets in the order and a unique policy is assigned to each individual ticket. Coverage is inclusive of non-ticket items associated with the event that require traveler to be at the event to receive those items. An indicator displays on the online order screen next to each covered item.

How does the traveler get information about the coverage?

Once the traveler completes an order (and opts to purchase the TourShield insurance), TourShield sends them a confirmation email. This email outlines all insurance-related information.

Coverage varies by state and is applied based on the geo location of the traveler at the time of the purchase, regardless of where the experience will take place at.

For the complete Terms and Conditions of TourShield's policy coverage, please visit TourShield's policy map.

<https://www.fanshield.insure/policy-map>

Although purchased through RocketRez, TourShield is a third-party entity, and all insurance-related questions should be directed to TourShield via the following channels:

TourShield Contact

Domestic: help@fanshield.com

International: help@fanshield.com

Phone: 1-844-849-4827 EXT. 1

Chat: <https://www.fanshield.com/tourshield>, <https://fanshield.com>,
<https://www.fanshield.com/faqs>, <https://protecht.com/tourshield>



What happens if the traveler opts in for TourShield and later makes changes to their existing order (i.e. changes the tour type, number of tickets, ticket types, etc)?

For upgrades: the amount due displays on the RocketRez order screen, for both the TourShield portion and the reservation portion. The traveler makes a single credit card payment to cover both amounts, but separate transactions appear in their credit card statement.

For downgrades: the amount to be refunded to the traveler displays on the RocketRez order screen, for both the TourShield portion and the reservation portion. A single refund is processed to the traveler, but separate transactions appear in their credit card statement.

In the scenario where only a TourShield refund is owed to the traveler, operators don't need to process a refund. Our system handles the refund behind the scenes and automatically refunds the traveler.

What happens if a traveler cancels and re-books a different reservation?

For domestic policies:

- Cancellation occurs within 72 hours of booking: Travelers receive full reimbursement for the cost of reservation and the cost of the TourShield policy. Travelers should contact TourShield directly to request a policy cancellation using this link: <https://cancellation.TourShield.insure/#>
- Cancellation occurs after 72 hours of booking: Travelers are only reimbursed for the cost of the reservation, but not for the cost of the TourShield policy.

For international policies:

The same process listed above applies, except that the cancellation time frame is 15 days instead of 72 hours. If the traveler decides to make a new reservation, they will need to purchase a new TourShield policy.



What happens if a traveler's information cannot be validated for their policy?

If TourShield cannot validate a traveler's information through the automated validation process, TourShield places the policy 'On Hold' status and contacts the traveler directly to confirm the necessary information.

Claims

How does a traveler file a claim?

TourShield offers a few options. They recommend filing a claim using the button at the bottom of their TourShield confirmation email. Alternatively, they can simply [navigate here to file a claim](#).

How long is the claim process?

The claims process generally completes within 5 business days.

How long does a traveler have to file a claim?

A TourShield policyholder has up to 30 days* from the date of the event to file a claim.

*Special cases may vary

Reporting

What data will I see about TourShield purchases?

Upon implementing TourShield in your business, you will receive an email from TourShield with credentials to access the TourShield dashboard. In this dashboard, you will be able to see TourShield metrics, policies, claims, etc.

Configuration in RocketRez

Which sales channels is TourShield available with?

TourShield is available for travelers booking experiences online using the RocketRez web engine. It is also available for unattended kiosks for travelers paying with a credit card. TourShield is not available for in-person reservations processed through RocketRez POS.

Required configuration

Allowed payment methods:

- Credit Card (on launch)
- CardKnox
- Shift4
- Stripe
- PayflowPro
- SoluPay
- BridgePay

Note: Purchase protection will only appear during the checkout flow if at least one of the above payment methods/gateways is available in the current Web Engine. If purchase protection is selected by the customer, payment methods will be reduced to only those listed above. If purchase protection isn't selected, all purchase methods for the Web Engine will be available.

Integration setup

General:

To set up TourShield Purchase Protection in RocketOffice navigate to company > settings > integrations and create a new TourShield integration. Be sure to select a user to act on behalf of the integration, as well as the desired logging level.

Web Engine:

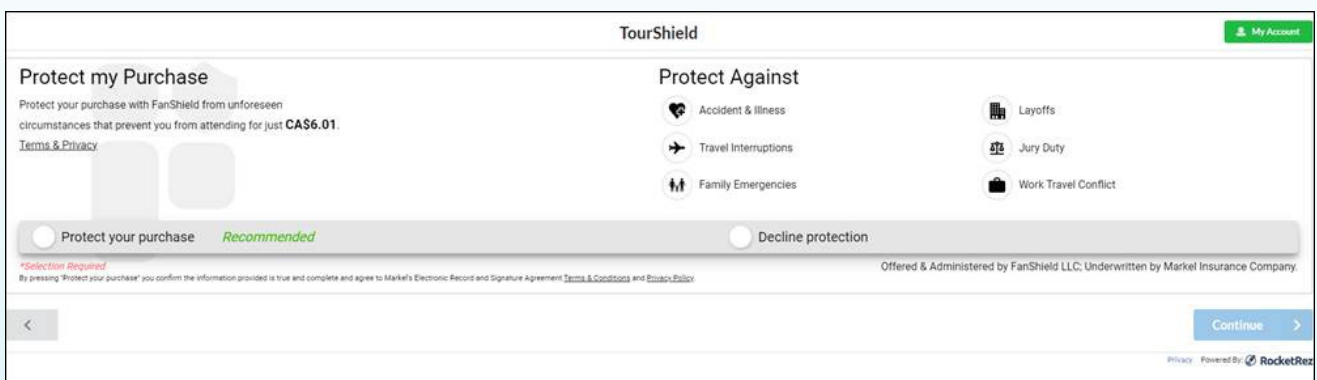
1. To set up TourShield Purchase Protection for a web engine, first complete the General setup.
2. Next navigate to settings > marketing > web sales and select the web engine of your choice.
3. Ensure at least one credit card payment method is enabled (TourShield only accepts credit card payments).
4. From there, click on the Screen order tab and add TourShield step to the checkout flow. Make sure that TourShield is placed right after Contacts (TourShield requires an email address first).
5. Ensure ReCAPTCHA and "Require Card Verification Value (CVV)" are both enabled for that web engine in the Config tab.

Note: web engine purchase protection is only available to customers who have provided an email address (either through the contact form, or via account session). When an email address is not available at the start of the Purchase Protection step, it will be skipped.

TourShield in Action

Step 1

TourShield displays during the checkout flow and traveler can accept or decline protection:



The screenshot shows the TourShield interface during a checkout process. At the top, it says "TourShield" with a "My Account" link. The main heading is "Protect my Purchase" with a sub-heading "Protect your purchase with FanShield from unforeseen circumstances that prevent you from attending for just CA\$6.01." and a link to "Terms & Privacy". Below this, there are two radio buttons: "Protect your purchase" (which is selected and labeled "Recommended") and "Decline protection". To the right, under "Protect Against", there are six categories: Accident & illness, Travel Interruptions, Family Emergencies, Layoffs, Jury Duty, and Work Travel Conflict. At the bottom, there is a "Continue" button and a footer that says "Offered & Administered by FanShield LLC. Underwritten by Market Insurance Company." and "Powered by RocketRez".

Step 2

Traveler decides to opt-in:

TourShield My Account

Protect my Purchase

Protect your purchase with FanShield from unforeseen circumstances that prevent you from attending for just **CA\$6.01**.
[Terms & Privacy](#)

Protect Against

- Accident & Illness
- Travel Interruptions
- Family Emergencies
- Layoffs
- Jury Duty
- Work Travel Conflict

Protect your purchase *Recommended* Decline protection

By pressing "Protect your purchase" you confirm the information provided is true and complete and agree to Market's Electronic Record and Signature Agreement [Terms & Conditions](#) and [Privacy Policy](#). Offered & Administered by FanShield LLC; Underwritten by Market Insurance Company. [Privacy](#) Powered By RocketRez

[Continue](#)

Step 3

TourShield icon and line item appear in the Checkout screen:

Enter your Credit Card Information

Order Summary	
1 x Vehicle Tour	CA\$63.48
1 x Amazing T-shirt	CA\$15.75
Subtotal	CA\$79.23
GST	CA\$0.66
PST	CA\$1.10
Auto Gratuity	CA\$2.25
TourShield	CA\$6.01
Total	CA\$89.24

Enter Details

Amount Due **CA\$89.24**

Card Holder Name Expiry Month Expiry Year

Card Number CVW

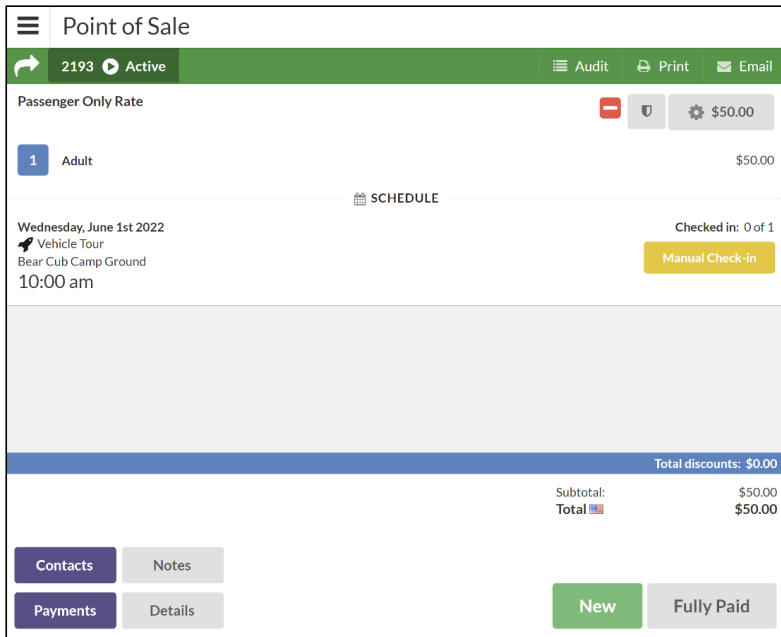
Billing Address

Address 1*

Disclaimer: TourShield is a third-party service and may change their offering at any time. RocketRez assumes no responsibility or liability for any errors in the content of this document. For more information, please consult TourShield directly. This document is a strictly confidential communication to and solely for the use of the recipient and may not be reproduced or circulated without RocketRez's prior written consent. This information is not intended as an offer or solicitation with respect to the purchase or sale of any products or services.

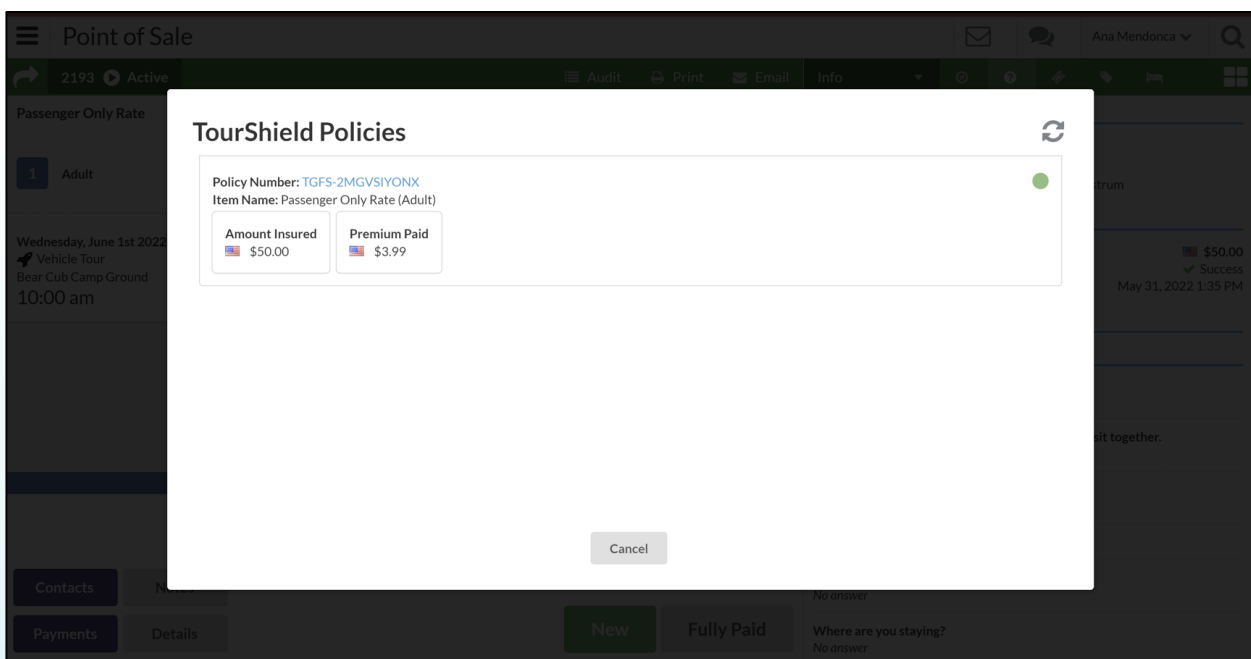
Step 4

After the order is completed online, the TourShield icon will be visible in the POS to indicate TourShield was purchased for that order.



Step 5

Clicking on the icon, reveals a pop-up window that contains information about the TourShield policy. The green dot indicates that the policy has been paid for and it is active.



Step 6

If an order is edited later in the POS, TourShield amounts will adjust accordingly. If tickets are added to the order, the TourShield amount due will display separately in the POS. A red dot indicates policies that have not been paid for and are not active.

The screenshot shows the 'Point of Sale' interface for an active order (2197). The order includes a 'Passenger Only Rate' for 2 adults at \$50.00 and an 'Amazing T-shirt' for \$15.75. The total due is \$50.00 plus a TourShield fee of \$3.99, indicated by a red dot. A red arrow points to the TourShield fee amount.

Item	Amount
Passenger Only Rate (2 Adult)	\$50.00
Amazing T-shirt	\$15.75
Subtotal	\$115.75
PST (7%)	\$1.10
GST (5%)	\$0.79
Gratuity	\$2.25
Total	\$119.89

Due: \$50.00 + \$3.99

The screenshot shows the 'Point of Sale' interface with a 'TourShield Policies' modal open. The modal displays details for two policies. The first policy is for the 'Passenger Only Rate (Adult)' with an amount insured of \$0.00 / \$50.00 and a premium paid of \$0.00 / \$3.99. The second policy is for the 'Amazing T-shirt' with an amount insured of \$50.00 and a premium paid of \$3.99. The modal also shows an 'Outstanding' amount of \$3.99, indicated by a red dot and a red arrow. A 'Cancel' button is visible at the bottom of the modal.

Policy Number	Item Name	Amount Insured	Premium Paid	Outstanding
TGFS-WQZX3PTNC8	Passenger Only Rate (Adult)	\$0.00 / \$50.00	\$0.00 / \$3.99	\$3.99
	Amazing T-shirt	\$50.00	\$3.99	