

## FAQ - ASO EVENT CANCELLATION DECLARATION

### I could not participate in the event. What should I do?

If you subscribed to the cancellation insurance, please make your claim using the following link  
<https://asochallenges.aonassurances.com>

### I cannot find the event for which I registered in the drop-down menu:

Claims can be reported up to 2 months before the event, and 15 days after it occurs.

### What supporting documents should I provide in case of illness or accident?

A medical certificate indicating your inability to participate in the event, established no later than two days after the event.

### How will I be reimbursed?

If your claim is validated, the reimbursement will be transferred to your bank account within two months of the event.

### What will be reimbursed?

The registration fee only will be reimbursed. The amount of the options chosen at registration will not be reimbursed.

### I made an error when making the claim:

You can proceed to a second declaration which will replace the previous one.

### I did not subscribe to the cancellation insurance, can I still be reimbursed?

Under the current rules and regulations, if you have not subscribed to the cancellation insurance upon registration to the event, you will not be entitled to a reimbursement, whatever the reason.

### I cannot remember if I subscribed to the cancellation insurance:

Please connect to your A.S.O. Challenges account ([www.asochallenges.com](http://www.asochallenges.com)).  
Once logged in, please click on « My events » and choose your race. You will see a « My order » tab. All the details of your registration will appear, including the subscription to the cancellation insurance if chosen.

### How should I contact you?

For all questions relating to the cancellation insurance, please contact us at: [ASO@aon.com](mailto:ASO@aon.com)  
For all other questions, please contact A.S.O., the company organizing the event. You will find their contact information on the Website of the event you registered for.