

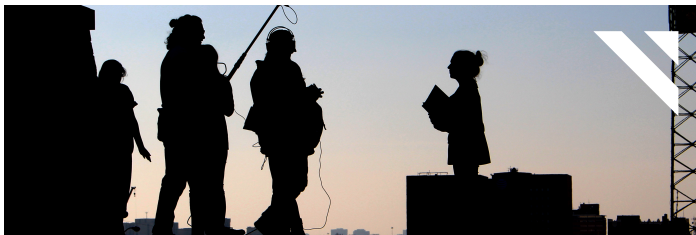
# Contingency Services

Charles Taylor's Contingency team delivers expert claims management when the unexpected disrupts major events and productions. We manage complex and high-profile claims across sporting and music events, film and television productions, prize over-redemption promotions and Sports PA.

Recognised as a global leader in contingency and entertainment loss adjusting, our London-based specialist team provides an agile, internationally coordinated service, working closely with insurers, brokers and insureds to deliver clear, timely and trusted outcomes when it matters most.

Expertise you can trust

## Our Services



### Loss Adjusting

We provide a holistic approach to claims management from investigation, costs assessment, policy analysis and resolution. We thrive for a speedy and harmonious claims handling between the insurer, the broker and the insured.



### Third-party administration (TPA)

Management of contingency schemes for claims up to £50,000, including an online solution for festival organisers supported by dedicated email and phone channels for fast resolution.

## We provide global support in the following areas:

- Film and TV
- Non-Appearance
- Event Cancellation (Adverse Weather, Political Risks, Industrial Strike Action etc)
- Sports Cancellation
- Over-redemption and Prize Indemnity
- Promotional Risk Management & Adjudication
- Agricultural Crop Failure
- Sports Personal Accident
- Crisis Management

# Case Studies

## Case Study 1



### Main Stage Inferno – Turning Crisis into Continuity

A leading European music festival faced potential cancellation after a fire damaged its main stage hours before opening. Within 24 hours, our specialist adjusters were on site, assisting with the coordination of the coordinating stage clearance, replacement equipment and production solutions under extreme time pressure. The festival opened as planned, significantly reducing financial loss and protecting the insured's reputation.

## Case Study 2



### Ground Zero – Managing a Festival Cancellation

Days before a major festival, the site was handed over in such a poor condition that the council deemed it unsafe and revoked the licence, which resulted in full cancellation. Our team was on site immediately, helping manage crisis response, documenting damage and substantiating the claim. Although the event could not proceed, our ongoing and timely assistance ensured a successful settlement and minimised financial impact.

## Why Charles Taylor?



### Global reach, local expertise

We deliver solutions worldwide, leveraging the regional knowledge and linguistic capabilities of our local teams.



### High-value claims management

We are the go-to team for challenging, time-sensitive, and high-stakes cases globally. We combine technical claims expertise with the required human touch.



### Strong London- market relationships

We leverage our long-standing connections with key stakeholders in international insurance markets.



### In house end-to-end service

our internal teams of specialists overseas all aspects of the claims: From rapid on-site visits and forensic accounting, project management and reputation management.

## Locations

Based in strategic locations around the world, our team can respond quickly and effectively whenever you need us most.



## Key Contact

**Alex Calver**  
Managing Director

M: +44 (0) 7917 559 582  
E: alex.calver@charlestaylor.com

