

5. In broad terms, WHEN are you entitled to a refund?

There are a few situations in which you will always be entitled to a refund for your ticket.

Beyond those narrow grounds, there are many more situations where the presenter or producer may decide to offer a refund at their own discretion but they are not obliged to do so.

The circumstances in which you have a strict right to a refund are:

- If the event to which you bought a ticket is cancelled.
- If the event to which you bought a ticket is re-scheduled, and you do not wish to attend the alternative date.
- If the event to which you bought a ticket is significantly re-located, and you do not wish to attend the alternative venue. An event is considered to be 'significantly re-located' if the venue change is likely to significantly alter the nature of the experience of attending that event.

6. WHERE can you get a copy of the LPA Ticketing Code of Practice?

The LPA Ticketing Code of Practice can be accessed online at the LPA web-site.

The address for the LPA web site is: www.liveperformance.com.au

Once at the web-site follow the links:

Industry Development > Codes and Guidelines.

The LPA Ticketing Code of Practice can be downloaded from the column on the right, and is highlighted in red.

Alternatively, you may request a hard copy of the LPA Ticketing Code of Practice from the provider of this pamphlet.

If you have any questions regarding the LPA Ticketing Code of Practice, please do not hesitate to contact LPA at: info@liveperformance.com.au or on **(03) 9614 1111**.

Live Performance Australia is the peak industry association for the live performance industry in Australia. LPA was established in 1917 and has over 360 Members nationally. For more information, please refer to our web site: www.liveperformance.com.au

A Consumer Guide to the Live Performance Australia Ticketing Code of Practice



1. WHAT is the Live Performance Australia (LPA) Ticketing Code of Practice?

The LPA Ticketing Code (Code) is a voluntary Industry Code developed by Live Performance Australia to encourage high standards of consumer protection in the Australian live performance industry.

The Code is developed in consultation with the Australian Competition and Consumer Commission (ACCC) and has existed since 2001. The fifth and most recent edition of the Code came into effect on 1 February 2012.

The Code does not have the force of law, but many of its terms do reflect current legal standards in Australian Consumer Law.

LPA Members are required to comply with the Code as a condition of their Membership. Non-LPA Members are also encouraged to comply with the Code, which represents industry best-practice standards of consumer protection.

2. HOW does the LPA Ticketing Code of Practice help you, as a consumer?

The Code clearly sets out your rights as a consumer in common ticketing scenarios and directs LPA Members to ensure those rights are honoured.

3. WHERE DO YOU GO if you have a complaint about your ticket, are seeking an exchange or believe you are entitled to a refund?

The Code requires all LPA Members to have a well-developed complaints handling procedure. So, your first port of call should be the entity you bought your ticket from.

It is always advisable to lodge your complaint at the earliest available opportunity. The Member is then required to assess your complaint and reach a decision based on the Code.

In the vast majority of cases the complaint or dispute will be resolved at this stage within five working days.

4. Where do you go if you are NOT SATISFIED with how your complaint is handled?

If you are not satisfied with the response you have received, and the industry practitioner involved is an LPA Member, you may take your complaint to LPA where the complaint or dispute will be assessed by the LPA Complaints Officer.

LPA has agreed timeframes in which it will respond to your complaint.

The LPA Complaints Officer may be contacted by:

complaints@liveperformance.com.au

(03) 9614 1111

Or Post:

Complaints Officer

Live Performance Australia

Level 1, 15 – 17 Queen Street

Melbourne VIC 3000

LPA will ensure that the terms of the Code are upheld by LPA Members.

If a serious breach of the Code has occurred the LPA Complaints Officer may refer the complaint to our independent Code Reviewer, who may progress the matter to the LPA Executive Council. The LPA Executive Council may then take disciplinary action against the LPA Member in question up to and including exclusion from LPA.

LPA has no capacity to direct non-LPA Members to comply with the Code but we do encourage all consumers to contact the Consumer Affairs body in their state if they believe that a non-LPA Member is in breach of Code standards.

Dispute Resolution Process

