



Media Release – For immediate release

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## LPA Ticketing Code of Practice: Peak Body demands industry protect consumers' money

Live Performance Australia (LPA), the peak industry body, administers the **Ticketing Code of Practice** for the live performance industry. A key objective of the Ticketing Code is to promote 'best practice' across the industry in order to protect consumers and the reputation of the live performance industry. Compliance with the Ticketing Code is mandatory for all LPA Members.

It is LPA's position that any company releasing ticket proceeds in advance of an event should ensure that proper measures are put in place to ensure that consumers can receive a full refund if an event is cancelled. This may include obtaining a guarantee from a bona fide financial institution securing the amount equal to the ticket proceeds to be released prior to any such release of funds.

It is the view of LPA that all ticketing companies should comply with the Ticketing Code of Practice and that they have a responsibility to ensure that business practices with respect to releasing ticket proceeds to third parties protect both consumers and the reputation of the live performance industry.

LPA wrote to the CEOs of all Australian ticketing companies on Wednesday 16 December with regard to industry ticketing practices and raising concern about the increasing number of ticketing agents in the market that release ticket proceeds to promoters and presenters in advance of an event taking place. This practice poses a significant risk to consumers and the industry. Recent events with respect to festival cancellations reinforce the importance of the Ticketing Code and the need to protect consumer money.

**ENDS**

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### About LPA

LPA is the peak body for Australia's live performance industry. Established in 1917 and registered as an employers' organisation under the *Fair Work (Registered Organisations) Act 2009*, LPA has over 400 Members nationally. We represent commercial producers, music promoters, major performing arts companies, small to medium companies, independent producers, major performing arts centres, metropolitan and regional venues, commercial theatres, stadiums and arenas, arts festivals, music festivals, and service providers such as ticketing companies and technical suppliers. Our membership spans from small-medium and not-for-profit organisations to large commercial entities.

LPA has a clear mandate to advocate for and support policy decisions that benefit the sustainability and growth of the live performance industry in Australia.