



## Media Release – For immediate release

08 August 2017

# HOW TO AVOID “FAKE TIX SCAMS” RELEASED BY LPA

According to the ACCC’s ScamWatch, online scams are costing Australians \$300 million a year.

This includes online fake tickets to live entertainment events.

To combat the increasingly sophisticated fake and reseller market, Live Performance Australia (LPA) has just released a [“Safe Tix Guide - Tips for buying tickets safely and securely”](#).

The Guide includes how to get your money back if you don’t get the tickets you paid for or if they turn out to be fake, and warns of risks when buying from unauthorised resellers.

LPA Chief Executive Evelyn Richardson said “Public information is key to ensuring consumers don’t get misled or ripped off. A key message to all fans is buy from the ‘authorised seller’ for the event you want to attend. We’re increasingly hearing from consumers buying from resale sites and paying way above the face value of the ticket not knowing that they could still buy tickets through the authorised seller or that they got to the venue only to find out the ticket they bought was fake.

“It’s time consumers were armed with the facts about online ticket sales because informed buyers can protect themselves from being ripped off. It really is ‘buyer beware’ and fans need to take some simple steps to ensure they know what they’re buying,” said Ms Richardson.

The Guide advises paying for tickets with a credit or debit card for added protection, and details what to look for before buying including restricted view seats, restricted ages, cancellation policies and other special conditions.

Consumers are also warned not to trust search engines because unauthorised sellers can pay to be first in the list of ticket sellers.

Ultimately LPA encourages consumers to report fakes to the police and their local consumer protection agencies so they can investigate and take legal action.

LPA will continue to work with its industry members to inform and protect consumers.

## **ENDS**

In 2016, the ACCC’s Scamwatch and the Australian Cybercrime Online Reporting Network (ACORN) received a combined 200,000 reports about scams. Losses reported to Scamwatch, ACORN and other scam disruption programs totalled \$299.8 million.  
<https://www.scamwatch.gov.au/about-scamwatch/scam-statistics?scamid=all&date=2016>

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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.