



Media Release – For immediate release

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Peak Body calls on Maitreya Festival to refund consumer ticket monies

Live Performance Australia (LPA), the peak industry body, calls on the promoter and ticketing company for the cancelled Maitreya Festival to advise consumers on how to get refunds.

LPA Chief Executive, Evelyn Richardson, said “While neither the festival promoter nor the ticketing company are LPA members, we are very concerned to see today an electronic music and lifestyle festival cancelled and consumers not being advised as to where they can get refunds. Under Australian Consumer Law, consumers are entitled to a full refund when an event is cancelled.”

LPA 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 the view of LPA that all ticketing companies should comply with the Ticketing Code of Practice.

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.