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Biennial Report on Member Compliance Ticketing Code of Practice

14 August 2017

Thank you to those Members that took the time to complete the Ticketing Code of Practice (the Code) compliance survey earlier this year.

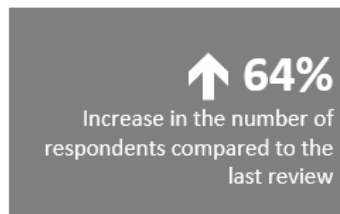
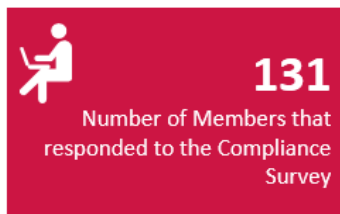
The results of the survey formed the basis of a biennial review on LPA Member Compliance with the Code for the period 1 January 2015 – 31 December 2016, conducted by independent Code Reviewer (Jennifer Huby, Partner at TressCox Lawyers).

A copy of the Compliance Report can be found on our website [here](#). Key report highlights and actions for LPA Members are provided below.

A copy of the Compliance Report is made publically available and is provided directly to all state and territory government departments or agencies responsible for administration of the Consumer Laws.

If you have any queries in relation to this report or the Ticketing Code of Practice generally please contact the LPA Policy Team on 03 8614 2000 or hcrain@liveperformance.com.au.

Key Highlights





Areas of compliance

- High level of **overall compliance** by Members with the Code
- High levels of compliance by Members regarding their obligations under the Code following the **cancellation or rescheduling of events, especially regarding refunds**
- High (and increasing) level of compliance by Members with the Industry Code as to protecting **advance ticket monies** paid by consumers



Areas for improvement

- One third of Members had not updated their communications to take into account the new Codes that came into effect on 1 January 2016
- Only 15% of Members publicise their complaints procedure and only 35% of Members refer to the Consumer Code when a complaint is made
- 30% of Members still use unqualified statements such as 'no refunds or exchange' in their terms and conditions



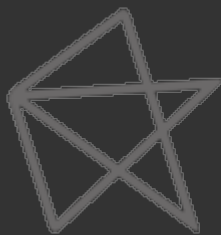
Actions for Members

- **Update** your communications (policies, marketing materials, ticketing information to consumers, etc.) to reflect the current Code
- **Publicise** your complaints procedure and refer to the Consumer Code when a complaint is raised
- **Update** your Terms and Conditions so that broad exclusions of liability or unqualified statements such as 'no refund or exchange' are not used. Phrases such as 'no refund or exchange' can be misleading by implying that consumers cannot obtain a refund or exchange in any circumstances. By using unqualified statements such as 'no refunds', Members may be exposing themselves to prosecution by third parties or the Australian Competition and Consumer Commission (ACCC) under the Australian Consumer Law.



Actions for LPA

- Create a complaints handling procedure checklist for Members to refer to
- Run information seminars on Members' obligations under the Code, consumer laws, and handling consumer complaints



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