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Ticketing FAQs

20 March 2017

Dear Member,

LPA is pleased to release this guide answering common ticketing related questions that we receive from Members.

You can access the FAQs on the Members' section of [LPA's website](#).

WHAT'S IN THE GUIDE?

The guide includes responses to 46 questions and covers the following range of topics:

- Pricing and advertising
- Refunds
- Credit cards
- Ticket proceeds received in advance of events
- Fair access to tickets
- Ticket resale and scalping
- Complaints
- Pre-sales

WHO TO CONTACT FOR HELP

If you have any queries in relation to the guide or other ticketing related matters, please contact a member of the Policy team: **Kim Tran** (ktran@liveperformance.com.au) or **Holly Crain** (hcrain@liveperformance.com.au) or call us on 03 8614 2000.

Kind regards

Kim Tran
Director, Policy & Programs



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