



## ACCC concerns about cinema online ticketing practices

Dear Member,

Earlier this week, the ACCC issued a [media release](#) stating that Palace Cinemas has paid a penalty of \$10,800 after being issued with an infringement notice. The ACCC had concerns about Palace Cinemas' online pricing practices – specifically that ticket prices and other compulsory fees were not being presented as a **total single price** during the online booking process.

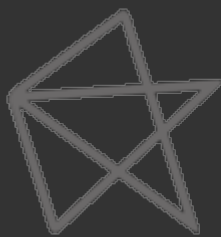
We would like to remind LPA Members that Australian Consumer Law and the [Ticketing Code of Practice](#) requires that:

- price information should be **clear, accurate and not misleading**
- price information should be represented as a **total single price** inclusive of all mandatory charges (unless that charge cannot be calculated at the time)
- any additional fees and charges that cannot be reflected in the price need to be **disclosed upfront**.

If you have any questions about or need guidance on how to comply with Australian Consumer Law and LPA's Ticketing Code of Practice, please contact [Kim Tran](#) or [Holly Crain](#) via email or on 03 8614 2000.

Kind regards

**Kim Tran**  
*Director, Policy & Programs*



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