



TICKETING CODE OF PRACTICE - SEVENTH EDITION

Introducing best practice standards for the secondary ticket market

Dear Member,

Last week, LPA advised that the Ticketing Code of Practice (Ticketing Code) has been updated to incorporate best practice standards for the secondary ticket market. The seventh edition took effect **1 October 2018**.

LPA issued a media statement on the release of the revised Ticketing Code, which can be found [here](#).

WHAT DO I NEED TO DO NOW?

LPA members should:

1. **Download and** review the revised [Industry Code](#) and [Consumer Code](#).
2. **Review** your organisation's ticketing policies and update them where required.
3. **Educate staff** about the Ticketing Code.
4. **Make the latest version of the Consumer Code available on your website.**

ADDITIONAL RESOURCES

The expanded Ticketing Code is part of LPA's broader initiative to address consumer and industry concerns with the secondary ticket market. Resources available for use include:

- [Safe Tix Guide](#)
- [Safe Tix video](#)
- [Consumer Guide: Buying and Selling Tickets in the Resale Ticket Market](#)

FOR FURTHER INFORMATION

Please contact **Kim Tran**, LPA's Director, Policy & Governance, on 03 8614 2000 or via [email](#).



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