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LPA releases updated Ticketing Code of Practice

Live Performance Australia has released an updated Ticketing Code of Practice, which includes new guidance on consumers' rights when an event is affected by a cause outside of the organiser's control, such as the disruption caused by COVID-19 during 2020.

The eighth edition of the Ticketing Code of Practice (the 'Ticketing Code') will come into force from 1 January 2021.

The Code is a comprehensive and robust framework that sets out expectations for industry best practice and ensures that consumers are treated fairly. LPA has consulted with the ACCC on revisions to the Code.

LPA Chief Executive Evelyn Richardson said, "While the unprecedented disruption to live performance events caused by COVID-19 was the impetus for the Code update, it is also designed to address future circumstances beyond the current pandemic.

"We never previously had to envisage a situation where our entire industry was shut down across the country and globally for months on end, due to circumstances beyond our control, such as the public health response to the global pandemic.

"As we transition to living and working in a COVID-normal world, we obviously need to anticipate the possibility of more disruptions in the future, although they are more likely in the form of targeted and localised restrictions to contain any coronavirus outbreaks."

The updated Ticketing Code includes a new part dealing with cancelled, rescheduled or significantly relocated events due to 'intervening circumstances'.

The Code sets out the expectations regarding conduct and representations, communications to consumers, indicative timeframes for announcing new dates for postponed events, possible remedies, and timeframes for offering refunds.

"Our industry has faced incredible challenges this year in responding to the impact of the COVID-19 pandemic. Venues were forced to close overnight, and performances had to be cancelled or rescheduled despite ongoing uncertainty about the duration and severity of public health restrictions in different jurisdictions.

"Our Members have worked diligently on the rescheduling of events or processing of refunds amidst great uncertainty about when they can resume live performance events.

"We thank our audiences for their patience during this period, and also acknowledge the many ticket holders who have donated their ticket refunds to live performance companies in a gesture of support during this very difficult time for our performers, production crews and venues," Ms Richardson said.

The Ticketing Code of Practice is available [online](#).

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About LPA

Live Performance Australia (LPA) is the peak body for Australia's live performance industry. Established over 100 years ago 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.