

## **Biennial Live Performance Australia Code Review - 2023-24**

### **BIENNIAL CODE REVIEW – MEMBER SURVEY**

#### **BACKGROUND**

The 'Live Performance Australia Ticketing Code of Practice – Industry Code', Eighth Edition ("Industry Code") and the 'Live Performance Australia Ticketing Code of Practice – Consumer Code', Eighth Edition ("Consumer Code") (together they are called the "Codes") are binding on all Members of Live Performance Australia ("LPA"). Compliance with the Codes is a condition of LPA membership.

#### **REQUIREMENT TO REVIEW AND REPORT ON COMPLIANCE EVERY 2 YEARS**

Under the Industry Code, the Code Reviewer must undertake a biennial review and prepare a report on Members' compliance with the Codes and identify where further education or assistance is required in the industry. The last review covered the 2021 and 2022 calendar years.

#### **MEMBER SURVEY**

This survey is issued by the Code Reviewer to obtain information from Members on compliance with the Codes.

We ask that the person best placed to answer the questions on behalf of your Member organisation completes this survey.

The survey relates to the 2-year period from **1 January 2023 to 31 December 2024 (2023-2024 calendar years)**.

Responses to the survey will only be viewed by the Code Reviewer. The Code Reviewer's report will only include aggregated results and will not identify any particular LPA Member.

There are no repercussions for any LPA Member as a result of answers given in this survey. Therefore, we encourage you to be open and honest in your answers.

We estimate it will take no longer than 30 minutes to complete this survey. The survey will ask questions on the following topics:

- Part 1 – general information about your organisation
- Part 2 – general information about your organisation's compliance with the Codes
- Part 3 – complaints and disputes received by your organisation
- Part 4 – cancelled, rescheduled or relocated events
- Part 5 – interruptions during events or incomplete performance(s)
- Part 6 – discretionary refunds
- Part 7 – industry protocol for monies received from consumers in advance of events
- Part 8 – terms and conditions relating to ticket sales and entry to events
- Part 9 – consumer law and pricing
- Part 10 – your experience with the secondary ticket market
- Part 11 – additional comments

## Part 1 – General Information

1. Please select the categories below which apply to your organisation (select all that apply)

- Ticketing agent - Primary market
- Ticketing agent - Secondary market
- Cinema
- Commercial venue (including venue operator)
- Government owned or not-for-profit venue (including venue operator)
- Promoter
- Performing arts company
- Commercial or independent producer
- Self-ticketed music festival
- Self-ticketed arts festival
- Music festival
- Arts festival
- Other (please specify)  
[                      ]

2. Please provide the name of the LPA Member organisation that you represent

[                      ]

3. Do you think your organisation would benefit from further education/seminars/materials on any of the following? (please select all that are of interest)

- Obligations under the Industry Code
- Obligations under the Consumer Code
- Obligations with respect to complaints and dispute resolution
- Consumer laws regarding advertising
- Consumer laws regarding pricing
- Consumer laws regarding refunds and partial refunds
- Consequences of cancellation of events in general
- Consequences of cancellation of events due to Intervening Circumstances
- Obligations with respect to advance ticket monies
- Secondary ticket market and resale issues
- Other (please specify)  
[                      ]

## Part 2 – Compliance with the Industry Code and the Consumer Code

4. It is a requirement that LPA Members should, as far as practicable, make consumers aware of the existence and application of the Consumer Code.

How does your organisation make consumers aware of the Consumer Code? (select all that apply)

- My organisation does not make consumers aware of the Consumer Code
- Providing a copy of the Consumer Code on our website
- Providing copies of the Consumer Code at our venue
- Advising consumers of the Consumer Code when they purchase a ticket
- Referring consumers to the Consumer Code when they make a complaint
- Referring to the Consumer Code in the Terms and Conditions of purchase
- Providing details of the Consumer Code on tickets
- Providing links to the Consumer Code in promotional material
- Don't know
- Other (please specify)  
[                      ]

5. What steps does your organisation take to ensure that staff (including employees, agents and subcontractors) are aware of, and comply with, the Codes? (select all that apply)

- None – my organisation does not take steps to ensure staff comply with the Codes
- Advising all new staff to read the Codes
- Providing a copy of the Codes to new staff or directing them on where to find copies
- Providing regular training to staff about the Codes
- Providing training to new staff about the Codes during induction
- Displaying relevant portions of the Codes in staff areas
- Ensuring that copies of the Codes are available on our website
- Ensuring that internal policies comply with the Codes
- Don't know
- Other (please specify)  
[                      ]

6. When your organisation enters into a commercial arrangement for an event with another organisation that is not a Member of LPA, do you ensure that the other organisation complies with the provisions of the Codes?

- My organisation never partners with an organisation that is not a Member of LPA *[if selected, skip to question 8]*
- Yes – always *[if selected, question 7 applies]*
- Sometimes *[if selected, question 7 applies]*
- No – never *[if selected, skip to question 8]*
- Don't know *[if selected, skip to question 8]*

7. How does your organisation ensure the other organisation complies with the provisions of the Codes? (select all that apply)

- Include the requirement in a contract
- Ask the other organisation verbally
- Set out the requirements in writing (such as via a letter or email)
- Other (please specify)

## Part 3 – Complaints & Disputes

8. Does your organisation maintain a register of consumer complaints and disputes?
- Yes
  - No
  - Don't know
9. Does your organisation have a formal procedure to deal with consumer complaints and disputes?
- Yes *[if selected, questions 10 and 11 apply]*
  - No *[if selected, skip to question 12]*
  - Don't know *[if selected, skip to question 12]*
10. Is your organisation's formal complaints procedure publicly available?
- Yes
  - No
  - Don't know
11. Does your organisation's formal complaints procedure (please answer each question below):
- [Yes | No | Maybe]*
- Include information on how consumers may make complaints or initiate disputes?
  - Include information on the procedure for handling complaints and/or disputes?
  - Tell consumers the position of the person within your organisation who will handle the complaints and/or disputes?
  - Set out estimated time frames for the handling of complaints and/or disputes?
  - Require your organisation to provide a written response to a consumer's complaint?
12. The Industry Code requires LPA Members to take reasonable steps to ensure their staff are aware of their consumer complaints and disputes procedure.

How does your organisation ensure staff are aware of its dispute resolution procedure? (select all that apply)

- By advising all new staff to read the procedure
  - By providing a copy of the procedure to new staff or directing them on where to find copies
  - By providing regular training to staff about the procedure
  - By providing training to new staff about the procedure during induction
  - By displaying relevant portions of the procedure in staff areas
  - By ensuring that internal policies comply with the procedure
  - I'm not aware of steps my organisation takes to ensure staff are aware of our procedure
  - Other (please specify)
- [ ]

13. The Industry Code requires LPA Members to take reasonable steps to ensure their staff are aware of the 'LPA Complaints Handling and Dispute Resolution Policy'.

How does your organisation ensure staff are aware of the Policy? (select all that apply)

- By advising all new staff to read the Policy
- By providing a copy of the Policy to new staff or directing them on where to find copies
- By providing regular training to staff about the Policy
- By providing training to new staff about the Policy during induction
- By displaying relevant portions of the Policy in staff areas
- By ensuring that internal policies comply with the Policy
- I'm not aware of steps our organisation takes to ensure staff are aware of the Policy
- Other (please specify)  
[                      ]

14. In your opinion, has your organisation devoted adequate internal resources to respond to complaints and resolve disputes in a timely manner?

- Yes
- No
- Don't know

15. Did your organisation receive any ticketing complaints from consumers in the 2023-2024 calendar years?

- Yes *[if selected, questions 16 - 21 apply]*
- No *[if selected, skip to question 22]*
- Don't know *[if selected, skip to question 22]*

16. In the **2023** calendar year, how many ticketing complaints did your organisation receive from consumers?

- No complaints
- 1 – 2 complaints
- 3 – 5 complaints
- 6 – 10 complaints
- 11 – 20 complaints
- 21 – 40 complaints
- More than 40 complaints
- Don't know

17. In the **2024** calendar year, how many ticketing complaints did your organisation receive from consumers?

- No complaints
- 1 – 2 complaints
- 3 – 5 complaints
- 6 – 10 complaints
- 11 – 20 complaints
- 21 – 40 complaints
- More than 40 complaints
- Don't know

18. Do you believe that your organisation made every effort to reach a swift settlement of all complaints it received in the 2023-2024 calendar years in an objective manner?

- Always
- Mostly
- Sometimes
- Never
- Don't know

19. Were the complaints your organisation received in the 2023-2024 calendar years resolved?

- Yes – all complaints were resolved
- Most of the complaints were resolved but some remain unresolved
- Some were resolved but most remain unresolved
- No – none of the complaints were resolved
- Don't know

20. If your organisation received complaints that were not resolved with the consumer, were these unresolved complaints reported to LPA?

- Yes – we reported all unresolved complaints to LPA
- Some of the unresolved complaints were reported to LPA but not all of them
- No – we did not report any unresolved complaints to LPA
- Don't know
- Not applicable – all our complaints were resolved

21. Please provide us with any additional comments you might have in respect of complaints and disputes relating to the Industry Code and the Consumer Code

[                      ]

**Cont.**

## Part 4 – Cancelled, Rescheduled or Relocated Events

The Eighth Edition of the Code (effective from 1 January 2021) introduced the concept of Intervening Circumstances to cover circumstances where an event is disrupted by circumstances outside of the organiser's control.

In the Code, the definition of '**Intervening Circumstance**' is:

- an act, default or omission of (or a representation made by) a person other than the Member (or an agent or employee of the Member); or
- a cause outside of human control which occurs after the time when a Ticket is sold. This may include an act of God, state of emergency (e.g. bushfires or floods), public health emergency (e.g. pandemics), travel warnings (e.g. travel restrictions or advice to not travel) and government directives (e.g. forced venue closures or mass gatherings restrictions).

We have divided the next questions into 2 sections. The first section focuses on cancelled, rescheduled or relocated events that were not the result of Intervening Circumstances. The second section focuses on events that were cancelled, rescheduled or relocated due to Intervening Circumstances.

### Section 1 - The following questions relate to cancelled, rescheduled or relocated events that were **NOT** due to Intervening Circumstances

22. In the 2023-2024 calendar years, how many events presented or ticketed by your organisation were cancelled, rescheduled or significantly relocated **NOT DUE TO** Intervening Circumstances?

- None *[if selected, skip to question 25]*
- 1
- 2
- 3
- 4
- 5+
- Doesn't apply to my organisation *[if selected, skip to question 25]*

23. In the 2023-2024 calendar years, if an event was cancelled, rescheduled or significantly relocated **NOT DUE TO** Intervening Circumstances, did your organisation (please answer each question below):

*[Yes - Always | Sometimes | No - Never | Doesn't apply]*

- Offer consumers a full refund of the ticket price and other industry imposed ticket charges (e.g. transaction fees)?
- Offer consumers a refund of the ticket price **ONLY** (e.g. excluding industry imposed ticket charges or transaction fees)?
- Refund any additional expenses such as travel or accommodation bookings?
- Provide consumers with a timeframe in which to make their choice for an exchange or refund?

If not, what were the reasons?

[                      ]

24. In the 2023-2024 calendar years, if your organisation was involved in any cancelled events that were **NOT DUE TO** Intervening Circumstances, were consumer monies available to meet refund obligations?

- Yes - always
- Sometimes
- No - never
- Don't know
- Doesn't apply

**Section 2 - The following questions relate to cancelled, rescheduled or relocated events that were DUE TO Intervening Circumstances**

25. In the 2023-2024 calendar years, how many events presented or ticketed by your organisation were cancelled, rescheduled or significantly relocated **DUE TO** Intervening Circumstances?

- None *[if selected, skip to question 30]*
- 1
- 2
- 3
- 4
- 5+
- Doesn't apply to my organisation *[if selected, skip to question 30]*

26. In the 2023-2024 calendar years, if an event was cancelled **DUE TO** Intervening Circumstances, did your organisation (please answer each question below):

*[Yes - Always | Sometimes | No - Never | Doesn't apply]*

- Offer consumers a full refund of the ticket price PLUS other industry imposed ticket charges (e.g. transaction fees)?
- Offer consumers a refund of the ticket price ONLY (e.g. excluding industry imposed ticket charges or transaction fees)?
- Offer consumers an exchange to another event?
- Offer consumers a credit note or voucher?
- Ask consumers to forego a refund and treat the ticket price as a donation?
- Provide consumers with a timeframe to request a refund?

27. In the 2023-2024 calendar years, if an event was **rescheduled** or **significantly relocated DUE TO** Intervening Circumstances, did your organisation (please answer each question below):

*[Yes - Always | Sometimes | No - Never | Doesn't apply]*

- Offer consumers an exchange to the rescheduled or relocated event?
- Offer consumers a full refund of the ticket price PLUS other industry imposed ticket charges (e.g. transaction fees)?
- Offer consumers a refund of the ticket price ONLY (e.g. excluding industry imposed ticket charges or transaction fees)?
- Provide consumers with a timeframe in which to make their choice for an exchange or refund?



28. In the 2023-2024 calendar years, if your organisation was involved in any **cancelled** events **DUE TO** Intervening Circumstances, were consumer monies available to meet refund obligations?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

29. In the 2023-2024 calendar years, if your organisation was involved in any cancelled, rescheduled or significantly relocated events **DUE TO** Intervening Circumstances, did you receive complaints about (please answer each question below):

*[Yes | No | Don't know]*

- Not giving sufficient information about the remedies available?
- Not giving adequate notice of the time period in which to select a remedy?
- The handling of the matter for other reasons (and if so, what were the reasons)?  
Please specify other reasons (if applicable)  
[                      ]

**Cont.**

## Part 5 – Interruption During an Event or Incomplete Performance

30. In some cases, an event is cancelled due to unforeseen circumstances that arise during the event. Did any such cancellations occur for events presented or ticketed by your organisation in the 2023-2024 calendar years?

- Yes
- No *[if selected, skip to question 33]*
- Doesn't apply to my organisation *[if selected, skip to question 33]*

31. Did your organisation have difficulty in determining whether to provide a full refund or a partial refund for the event(s) cancelled due to unforeseen circumstances that arose during the event?

- Yes – always
- Sometimes
- No – never
- Doesn't apply to my organisation

**Cont.**

## Part 6 – Discretionary Refunds

32. Did your organisation receive any requests for discretionary refunds in the 2023-2024 calendar years?

- Yes *[if selected, questions 33-36 apply]*
- No *[if selected, skip to question 37]*

33. Did your organisation provide any discretionary refunds (e.g. where your organisation was not required to under the Codes) in the 2023-2024 calendar years?

- Yes *[if selected, questions 34 and 35 apply]*
- No *[if selected, skip to question 36]*
- Don't know *[if selected, skip to question 36]*

34. Approximately how many consumers received a discretionary refund in the 2023-2024 calendar years?

- 1-5 consumers
- 6-10 consumers
- 11-20 consumers
- 21-50 consumers
- More than 50 consumers

35. Why did your organisation decide to offer a discretionary refund (select all that apply)?

- To maintain a positive experience for the consumer
- To reduce negative comments about the organisation
- To protect the organisation's reputation and brand
- On compassionate grounds
- Other (please specify)  
[                      ]

36. For those consumers seeking a discretionary refund in the 2023-2024 calendar years, did your organisation (please answer each question below):

*[Yes - Always | Sometimes | No - Never | Doesn't apply to my organisation]*

- Allow complaints to be lodged outside the recommended five working days set out in the Consumer Code?
- Exercise its discretion to allow a consumer to attend another performance of the same or different event if it was not able to rectify the issue(s) giving rise to the complaint?
- Provide a different remedy (not outlined above) to the satisfaction of the consumer?

**Cont.**

## Part 7 – Monies Received from Consumers in Advance of Events

37. If your organisation acts as a ticketing agent or self-tickets, are the advance ticket monies received for your events promptly deposited into accounts opened for the sole purpose of holding such advance ticket monies (“**advance ticket money account**”)?
- Yes – always *[if selected, skip to question 39]*
  - Sometimes *[if selected, skip to question 39]*
  - No – never *[if selected, skip to question 39]*
  - Don't know *[if selected, skip to question 39]*
  - Not applicable – my organisation does not act as a ticketing agent or does not self-ticket *[if selected, question 38 applies]*
38. If your organisation uses a third-party ticketing agent, does your agreement with the ticketing agent require advance ticket monies to be promptly deposited into accounts opened for the sole purpose of holding such advance ticket monies (“**advance ticket money account**”)?
- Yes – always
  - Sometimes
  - No – never
  - No but we relied on other means of protecting consumer money *[if selected, skip to question 44]*
  - Don't know
  - Not applicable – my organisation does not use a third-party ticketing agent and is not involved with the sale of tickets *[if selected, skip to question 55]*
39. In the 2023-2024 calendar years, did your organisation ensure that advance ticket monies would be held on trust for the consumer until after the event is held?
- Yes – always
  - Sometimes
  - No – never
  - Doesn't apply – the ticketing agent always held advance ticket monies
  - Don't know
40. In the 2023-2024 calendar years, were monies other than advance ticket monies ever deposited into the advance ticket money account?
- Yes – including monies that were not collected as part of ticket transactions
  - Yes – only monies collected as part of the ticket transaction (for example: donations, pre-payment of a souvenir program, or parking fees)
  - No – never
  - Don't know
  - Doesn't apply – the ticketing agent always held advance ticket monies

41. In the 2023-2024 calendar years, did your organisation have clear policies and procedures regarding (please answer each question below):

*[Yes | No | Doesn't apply | Don't know]*

- The types of deposits which are permitted in the advance ticket money account?
- How and when transfers of deposits out of the advance ticket money account would be performed?
- How regularly reconciliations for the advance ticket money account would be performed?

42. In the 2023-2024 calendar years, was it your experience that the venue, presenter (promoter/producer), and/or ticketing agent could request an audit or other form of legally binding assurance to verify that amounts in the advance ticket money account matched the advance monies liability on the venue or ticketing agent's ledger?

- Yes – always
- Sometimes
- No – never
- Don't know
- Not applicable – there were no requests for an audit or other legally binding assurance

43. If ticket proceeds were held by the ticketing agent (including the venue), did the relevant agreement provide that ticket proceeds were to be paid to the presenter (promoter/producer) only after the event?

- Yes – always
- Sometimes
- No – never
- Not applicable – a ticketing agent did not hold any advance ticket monies for my organisation

44. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) that provided a guarantee to the ticketing agent from a bona fide financial institution in a form sufficient to secure an amount equal to those ticket proceeds?

- Yes
- No
- Don't know

45. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) that agreed to immediately satisfy all refund obligations and is an LPA Member that is in receipt of triennial Government funding?

- Yes
- No
- Don't know

46. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) that is a Government venue and has an explicit guarantee that the Government will cover any consumer refund if required?
- Yes
  - No
  - Don't know
47. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) that otherwise agreed to, and demonstrated the ability to, immediately satisfy all refund obligations?
- Yes
  - No
  - Don't know
48. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) that included a condition that an amount equal to the refund obligations would be returned to the ticketing agent to refund consumers if required?
- Yes
  - No
  - Don't know
49. In the 2023-2024 calendar years, were ticket monies ever advanced to a venue or presenter (promoter/producer) in any other circumstance?
- No
  - Don't know
  - Yes (please specify)
50. In the 2023-2024 calendar years, did your organisation experience disputes or difficulties with other organisations due to the treatment of advance consumer monies?
- Often
  - Sometimes
  - Never
  - Don't know
  - Not applicable
51. In the 2023-2024 calendar years, did your organisation have an investment policy in place which set out how advance ticket monies were to be invested?
- Yes *[if selected, questions 52 and 53 applies]*
  - No *[if selected, skip to question 54]*
  - My organisation does not collect or hold advance ticket monies *[if selected, skip to question 54]*
  - Don't know *[if selected, skip to question 54]*

52. Is the investment policy made available on request to other stakeholders for an event?

- Yes – always
- Sometimes
- No – never
- Don't know

53. Does your organisation hold advance ticket monies in accounts other than basic deposit accounts (such as a savings account or interest bearing account, or term deposit)?

- No – my organisation always held advance ticket monies in basic deposit accounts
- Yes – my organisation sometimes holds advance ticket monies in other accounts
- Yes – my organisation always holds advance ticket monies in other accounts
- Don't know

54. Please provide us with any additional comments you might have in respect of dealing with advance ticket monies under the Industry Code and the Consumer Code

[                      ]

**Cont.**

## Part 8 – Ticket Terms and Conditions of Sale and Entry

55. Does your organisation have its own Terms & Conditions of sale and entry for events?

- Yes
- No *[if selected, skip to question 58]*

56. How does your organisation ensure that consumers are aware of, and agree to, the Terms & Conditions of sale and entry for events? (select all that apply)

- Online – consumers must confirm the Terms & Conditions online before purchasing a ticket
  - Telephone – consumers are advised of important terms on the telephone before purchase and are provided detailed terms on request
  - In person – the Terms & Conditions are prominently displayed at the sale counter and consumers must indicate their agreement before purchase
  - Summary – a summary of the Terms & Conditions is provided at the time of purchase
  - None – I am not aware of any steps our organisation takes to ensure consumers are aware of the Terms & Conditions
  - None – it is not a condition of the ticket purchase that consumers agree with our organisation's Terms & Conditions for our events
  - Other (please specify)
- [ ]

57. Do you include any of the following terms in your Terms & Conditions? (select all that apply)

- Tickets are non-transferable
- A statement about the price at which tickets can be on-sold (which may not be governed by legislation in your state)
- Tickets can only be on-sold with permission
- Tickets on-sold in contravention of the Terms & Conditions may be cancelled
- Purchasers of tickets on-sold in contravention of the Terms & Conditions may be refused entry
- Not applicable – my organisation did not sell tickets in the 2023-2024 calendar years



## Part 9 – Consumer Law and Pricing

58. Does your organisation use the blanket statement 'No Refunds or Exchanges'?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

59. Does your organisation include broad exclusions of liability in your Terms & Conditions such as: 'You will not be entitled to a refund under any circumstances' or 'We are not liable for any damage or loss incurred by you attending the event'?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

60. When displaying ticket prices for events, does your organisation display upfront the single price that includes all mandatory charges?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

61. Does your organisation ever use the phrase 'Additional fees and charges may/will apply'?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

62. Does your organisation advertise a headline ticket price at the start of an online purchasing process and then add mandatory fees and charges during the course of a transaction that are not declared upfront?

- Yes – always
- Sometimes
- No – never
- Don't know
- Doesn't apply

## Part 10 – Secondary Ticket Market

63. Do you operate a resale platform for tickets?

- Yes *[if selected, questions 64 - 67 apply]*
- No *[if selected, skip to question 68]*

*The following four questions apply as you have answered that your organisation operates a resale platform.*

64. Does your organisation include a clear and prominently displayed statement that your resale platform sells secondary tickets (and not primary tickets) (please answer each question below)?

*[Yes | No | Don't know]*

- On your website?
- In advertisements?

65. Does your organisation provide or seek the following information from persons wishing to resell their tickets? (select all that apply)

- Name, date, place and time of event
- Face value of the original ticket
- Type of ticket – e.g. general admission, A-Reserve, B-reserve
- Section/block, row and seat, if the ticket is for a particular seat
- Any restrictions on the tickets
- Other pertinent information
- Any specific conditions of entry
- Not applicable – we don't ask the person wishing to resell tickets the above information because we already have these details
- No information

66. Does your organisation take reasonable steps to remove the advertising and listing of a ticket for resale if (please answer each question below):

*[Yes | No | Don't know | Doesn't apply]*

- The resale of the ticket is prohibited under the terms and conditions of the ticket or event?
- The advertised price breaches applicable laws?
- Tickets are not yet officially on sale to the general public or via presales?
- The ticket offered for resale is known or suspected to be a speculative listing?
- The listing includes inaccurate or misleading information?
- The reseller engages in fraudulent activity?

67. When does your organisation release funds to the person who has listed their tickets for resale with you?

- Soon after the sale
- Soon after the successful presentation of the event
- At least 5 working days after the presentation of the event
- Don't know
- Other (please specify)

### Part 11 – Additional Comments

68. Please provide us with any additional comments you might have in respect of the Industry Code and/or the Consumer Code.

[                      ]

69. For internal purposes, kindly advise how long it took to complete this survey

[                      ]

**End**