

Circular No. 60–11

16 December 2011

Revised Ticketing Code to Take Effect 1 February 2012

Dear Members,

On 2 December 2011 the Live Performance Australia Executive Council approved a revised version of the Live Performance Australia Ticketing Code of Practice (Code).

The new Code will take effect on **1 February 2012**.

Members are reminded that the Code requires you to promote consumer awareness of the Code. Accordingly, **please ensure that the new edition of the Code is available on your web-site from the time it becomes effective, and that all staff are fully briefed on the contents and operation of the Code**. The Code's effectiveness as an industry standard depends on it being widely known and understood by consumers, and LPA relies on Members to both promote the Code, and comply with its provisions.

As with the previous edition of the Code, the new edition is split into a Consumer version and an Industry version. The two versions are intended to be read together. Taken together, the two versions set out to a complete guide to the standards of consumer protection which apply in the ticketing of live entertainment events in Australia. Both the **Consumer version** and the **Industry version** can be accessed at the LPA Member web-site, [here](#). Please note that you will require your LPA Member username and password to log in. The documents can be found in the 'Codes and Guidelines' section of the LPA Member web-site.

Approval of the Code represents the culmination of a year long review process. For the first time, the Code was open to public submissions and subject to review by an independent Code Reviewer (Jennifer Huby, partner at Tresscox Lawyers was appointed to the role). The Code was also provided to the Australian Competition and Consumer Commission for comment, prior to consideration and approval by the Executive Council

The substance of the Code is largely unchanged from the previous version, although the new Code does improve on the previous version in some key areas:

- Layout and design are significantly enhanced to aid clarity and ease of use.
- The issue of re-located events is addressed, as the previous edition of the Code was silent on this issue.
- The use of on-line 'last minute' ticket service providers is addressed, as the previous edition of the Code was silent on this issue.

A brief **Fact Sheet** elaborating further on these changes is posted alongside the Code, on the LPA Member web-site.

Live Performance Australia will conduct a session outlining the new Code at the Ticketing Professionals Conference in Melbourne in late February 2012, as well as conducting seminars as part of Member Forums and the Producer Development Morning Seminar series across the country early in 2012.

Suzanne Daley, Director of Policy and Programs, is the initial contact for any questions regarding the Code, or the review process generally. Suzanne can be reached at sdaley@liveperformance.com.au or on (03) 9614 1111.

Zac Gillam, Policy Advisor, will be the contact from 16 January 2012, when he returns from leave. Zac can be reached at zgillam@liveperformance.com.au or on (03) 9614 1111.

Kind Regards,

A handwritten signature in black ink, appearing to read 'E. Richardson', with a long horizontal flourish extending to the right.

Evelyn Richardson

Chief Executive

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