

# SAFE TIX GUIDE

## Tips for buying tickets safely and securely

### BEFORE YOU BUY



#### Tip #1: Do your research

Find out who the 'authorised' ticket seller is, the event venue and when tickets go on sale officially. If you see tickets on sale before the official date, **don't buy them** as they may be fake. Beware of websites that 'appear' to be authorised ticket sellers.



#### Tip #2: Don't trust search engines

Make sure the ticket seller who has come up first in your online search result is actually the authorised ticket seller and not a reseller who has paid to be at the top of the list.



#### Tip #3: Sign up for alerts

Sign up to your favourite artists' mailing lists and social media accounts, as well as mailing lists for venues, festivals, event promoters and authorised ticket sellers. This is how you can find out about upcoming events, pre-sale details and other important event information.



#### Tip #4: Get organised

Create an online account with the authorised ticket seller and make sure you're logged in so you are ready to go when tickets go on sale.



#### Tip #5: Don't panic

For high demand shows you might be placed in an online queue; be patient. If a 'sold out' message pops up, don't panic – additional dates or seats may become available. So keep checking.

### WHEN YOU BUY



#### Tip #6: Check the ticket you're buying

Check where your seats are and if there's a restricted view, age restrictions or other special conditions. Authorised tickets sellers and resellers are required to provide buyers with clear, accurate information.



#### Tip #7: Read the terms and conditions

If you're buying from a ticket reseller, how do you get a refund if something goes wrong? Tickets that are resold can usually be cancelled by the promoter or authorised ticket seller under their terms and conditions.



#### Tip #8: Pay by credit or debit card

Paying by credit/debit card provides more protection if something goes wrong with your purchase. Don't transfer cash into the reseller's bank account. Get a receipt for your transaction.

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### IF THINGS GO WRONG



#### Tip #9: Know your rights for a refund or exchange

If you don't buy from the authorised ticket seller your rights to a refund or exchange may be affected if the show is postponed or cancelled.



#### Tip #10: Contact the ticket resale website

If you receive fake tickets or don't receive your tickets purchased through a ticket resale website, contact the resale website. You may receive a refund under their 'Guarantees'.

All resale websites should provide a customer complaints channel including an Australian phone number and email address.



#### Tip #11: Request a chargeback

If you don't have any luck with the ticket resale website and have purchased your tickets using a card, contact your bank and request a chargeback. You may get your money back.



#### Tip #12: Report fake tickets

If you have been scammed or had a problem with your purchase, report it to the police and/or consumer protection agency in your state or territory:

- [NSW Fair Trading](#)
- [Consumer Affairs Victoria](#)
- [QLD Office of Fair Trading](#)
- [WA Consumer Protection](#)
- [SA Office of Consumer and Business Services](#)
- [Tasmanian Consumer Affairs and Fair Trading](#)
- [Access ACT](#)
- [NT Consumer Affairs](#)

You can also contact the [Australian Competition and Consumer Commission](#)

### FOR MORE INFO

Read our Consumer Guide [Buying and selling tickets in the ticket resale market](#)



Live Performance Australia (LPA) is the peak body for Australia's live performance industry. LPA represents commercial and independent producers, music promoters, major performing arts companies, small to medium companies, venues (performing arts centres, commercial theatres, stadiums and arenas), festivals, and service providers such as ticketing companies and technical suppliers.