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Guy Barnett, Minister for Building and Construction

Festival-goers urged to know their rights

With the summer music festival season fast approaching, music lovers can follow some simple strategies to avoid joining those left out of pocket by the cancellation of music festivals across Australia.

These strategies include:

- Know your consumer rights
- Buy from a reputable ticket seller
- Read the terms and conditions before you purchase tickets
- Only buy tickets online from secure websites (look for the https:)
- Keep all related documentation and receipts

Under Australian Consumer Law, a business cannot accept payment and then fail to deliver what was promised.

If a festival is cancelled, ticket holders may be entitled to a full refund from the company that sold them the ticket.

Unfortunately things do go wrong from time to time, but knowing what to do and when can go a long way towards successfully achieving a refund.

Additional information and resources on Tasmanians' consumer rights is available from Consumer Affairs at www.consumer.tas.gov.au or on 1300 654 499.

Additional info on musical festivals is available at consumerlaw.gov.au/musicfestivals.

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