**Live Performance Australia – Member News**

**2nd March, 2020**

**Coronavirus (COVID-19) - Member Advice (#1)
A Message from the CEO**

There is considerable concern about the current Coronavirus (COVID-19). LPA has been contacted by Members seeking advice on consumers seeking refunds, potential public event cancellations and ensuring health and safety for the public and employees.

At this point in time, the Federal Government has advised caution but business as usual. LPA is tracking the advice being provided by the Australian Government and Chief Medical Officer. Each state and territory is also providing advice and responding so Members should ensure they are aware of any state based advice and directives.

The following provides a status report and resources with respect to refunds and cancellations, the Australian Government’s response, advice for live performance venues and festivals and Health Department information resources.

**INSURANCE, REFUNDS AND CANCELLATIONS**

**Check your insurance policy**

LPA advises all Members to review and check their insurance policies and to discuss their cover with their insurance company/broker. With respect to Force Majeure clauses, these can vary and each policy may be different so LPA cannot provide general advice.

**Refunds**

LPA provides the following advice to Members should consumers seek refunds due to coronavirus.

1. Members **are not** required to provide a refund if consumers do not wish to attend an event in Australia due to fear of exposure to coronavirus. At this time, the number of people in Australia diagnosed with coronavirus is minimal. It is for consumers to decide whether to attend an event or not. However, Members may wish to grant a discretionary refund on a case by case basis, having regard to the particular circumstances of the consumer.
2. Members **should provide** refunds or an exchange to those consumers who have recently returned from China or Iran and have been advised by government or health authorities or other health professionals to remain at home.

**Event cancellations**

Consumers are entitled to an automatic refund when an event is cancelled if they have purchased a ticket from an authorised seller. This includes if the event is rescheduled prior to the event (and the consumer cannot or does not wish to attend the rescheduled event) or if the event is significantly relocated.

**CURRENT STATUS**

As at 6:30am on 2 March, there were 29 confirmed cases of coronavirus (COVD-19) in Australia.

There were 9 cases in Queensland, 6 in New South Wales, 9 in Victoria, 3 in South Australia and 2 in Western Australia. 15 of these cases are reported to have recovered. The remaining cases are in a stable condition. 10 cases are associated with the Diamond Princess repatriation flight from Japan. All of these people have returned to their home states for medical treatment; unfortunately one of these passengers has died.

The status of coronavirus cases in Australia is being regularly updated by the [Commonwealth Health Department](https://liveperformance.us20.list-manage.com/track/click?u=f69bd6ca06f4076989d42262a&id=f80115aefc&e=9b66bb7680).

**AUSTRALIAN GOVERNMENT RESPONSE**

In response to the outbreak, the Australian Government has activated its Health Sector Emergency Response Plan. This guides the preparations and response for Commonwealth, state and territory health departments in dealing with the outbreak.

The Australian Government has put in place travel restrictions for visitors from mainland China and Iran.

The Department of Foreign Affairs has also upgraded its travel warnings for Australians proposing to travel to northern Italy, Japan, South Korea, China, Mongolia and Iran.

**ADVICE FOR LIVE PERFORMANCE VENUES AND FESTIVALS**

At this stage, health authorities have not issued specific advice for live performance venues or festivals.

It is worth noting that a number of major conference events in Australia and globally have been postponed by organisers to minimise the risk of spreading the virus. These are decisions being taken by event organisers themselves on a precautionary basis, also reflecting the travel restrictions which are being put in place by a number of companies for staff travel.

While there has not been any official advice on major events, Members are strongly encouraged to familiarise themselves with the official advice on how to prevent the spread of coronavirus including basic hygiene practices, and the steps that should be taken by people who may have been exposed to the virus.

The Health Department has produced a number of information resources which are available online in both English and Chinese.

In particular, Members may find the following helpful:

[More about coronavirus, its symptoms, how it spreads and treatment](https://liveperformance.us20.list-manage.com/track/click?u=f69bd6ca06f4076989d42262a&id=2434b4d2fd&e=9b66bb7680)

[Information for employers](https://liveperformance.us20.list-manage.com/track/click?u=f69bd6ca06f4076989d42262a&id=a02f53ef8b&e=9b66bb7680)

[Information for hotels and hotel staff](https://liveperformance.us20.list-manage.com/track/click?u=f69bd6ca06f4076989d42262a&id=036350387a&e=9b66bb7680)

Attention is especially drawn to the consistent advice in relation to people who may have been in mainland China or Iran or have been in close contact with a confirmed case of coronavirus on the importance of self isolation .

There is also general advice available on promoting good hygiene practices which are important in preventing the spread of coronavirus, including posters which can be [downloaded here](https://liveperformance.us20.list-manage.com/track/click?u=f69bd6ca06f4076989d42262a&id=5b0904c497&e=9b66bb7680).

Further updates and advice will be provided.

**Evelyn Richardson**
LPA Chief Executive