

23 June 2021

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#### **Official Information Act #20.221 – Event Promoters**

1. We refer to your request received on 1 June 2021 for complaints about event promoters received by the Commerce Commission (**Commission**).
2. On 3 June 2021, you clarified that you are requesting:
  - 2.1 The number of complaints received about Fever Up since it has been operating in New Zealand (2010);
  - 2.2 The number of complaints made to the Commission since June 2020 to now about events that have been cancelled or postponed and people have not been able to receive, or have experienced delays in getting refunds, or people have felt the advertising is misleading or false, or the event never existed.
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

#### **Our response**

4. We have decided to grant your request.
5. The Commission has received three complaints about Fever Up since 2010.
6. The Commission has received 59 complaints about events that have been cancelled or postponed and people have not been able to receive, or have experienced delays in getting refunds, or people have felt the advertising is misleading or false, or the event never existed.
7. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.

8. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely



Alexandra Murray  
OIA Coordinator

Released Under Official Information Act 1982