

Public Warning: Consumers Urged Not to Book Workshops with The Brush Bar

Northern Territory consumers are being urged not to book workshops with The Brush Bar while concerns remain about cancelled events and outstanding refunds.

Commissioner of Consumer Affairs, Traci Keys, has issued a public warning regarding **Ms Carina Lee Kerr (ABN 24 319 081 532)**, who operates **The Brush Bar** through the website www.thebrushbar.com.au.

The Brush Bar advertises a range of art and craft workshops, including hat and bag burning workshops and crushed glass suncatcher classes, with prices ranging from \$89 to \$110 per person.

Recent cancellations of workshops scheduled in the Northern Territory have left consumers waiting for refunds, in many cases for more than a month.

NT Consumer Affairs identified 64 affected Territory consumers and contacted them directly. To date, only one consumer has confirmed receiving a refund.

Commissioner Keys said consumers are entitled to a refund when services are not provided.

"Every business can encounter circumstances that require appointments or events to be rescheduled or cancelled. When this happens, consumers are entitled to receive a refund," Commissioner Keys said.

"However, if a business repeatedly cancels events, fails to provide the agreed goods or services, and does not return consumers' money, this conduct may amount to wrongly accepting payment, which is an offence under the Australian Consumer Law."

"We have received a significant number of reports from consumers who have not received refunds despite being entitled to them. In some cases, consumers provided their PayID details to facilitate a quicker refund process, but those refunds have still not materialised." Commissioner Keys said.

"The offence of wrongly accepting payment is one of strict liability. Technical or administrative issues are not sufficient reasons for consumers not receiving refunds that are owed to them."

Commissioner Keys said an additional concern was that The Brush Bar ceased corresponding with NT Consumer Affairs in late August.

Consumers who have concerns about cancelled workshops or outstanding refunds can contact their bank about chargeback options and contact NT Consumer Affairs on 1800 019 319 for information and assistance.

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