



# Media Release

## CONSUMER AFFAIRS ADVISES PERSONS TO BE VIGILANT WHEN PURCHASING TICKETS FOR CARNIVAL EVENTS

**22 January, 2019:** - The Consumer Affairs Division (CAD) of the Ministry of Trade and Industry wishes to remind members of the public to exercise caution when purchasing event tickets. Consumers are forewarned to refrain from purchasing tickets through illegitimate sources and patronize authorized vendors ONLY. When purchasing tickets patrons should also ensure the vendor provides contact information including a physical location, phone number and where possible an email address.

In the event that the function is over-subscribed or any other issues arise with the purchase, the consumer is entitled to redress. Persons who choose to utilise illegitimate ticket sources, do so at their own risk and forfeit the opportunity for redress should there be any concerns.

Consumers are also reminded to keep all ticket stubs as this may be used as a proof of purchase when lodging a consumer complaint.

The CAD remains committed to ensuring the protection and empowerment of all consumers. Persons desirous of lodging a complaint or making an enquiry can contact the Division by any of the followings means: via the toll-free hotline at 800- 4CPS (4277), email the CAD at [consumeraffairsdivision@gov.tt](mailto:consumeraffairsdivision@gov.tt), send a private message through the CAD's Facebook platform: Consumer Affairs Division T&T or visit any one of the five (5) offices located at:

- **Port of Spain Head Office:**  
Monday – Friday 8:00am – 4:00pm  
Level 19 Nicholas Towers, 63-65 Independence Square, Port-of-Spain

- **Arima:**  
Every Monday, 9:00am - 3:00pm  
Pennywise Building, Second Floor, 10-10A Devenish Street, Arima
- **San Fernando:**  
Every Tuesday and Thursday, 8:30am – 3:15pm  
#3 Leotaud Street, San Fernando
- **Penal:**  
Every Monday, 9:00am – 2:00pm  
218A S.S. Erin Road, Debe
- **Point Fortin:**  
Every Wednesday, 9:00am – 2:00pm  
29 Canaan Road, Point Fortin

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