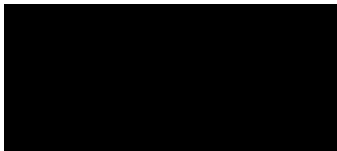


1 August 2025



Kia ora 

Official Information Act request 25.004

Thank you for your request of 4 July 2025 for a summary of the concerns the Commerce Commission (the Commission) has received about Juicy Fest limited / Timeless Summer New Zealand. This has been considered under the Official Information Act 1982 (the OIA).

Our response

The Commission has received over 700 concerns so far regarding Timeless Events or Juicy Fest. The vast majority of concerns were reported between December 2024 and March 2025 and related to alleged lengthy waits for refunds following cancellations.

We also received a concern alleging Juicy Fest sold tickets despite knowing that their liquor licensing was not going to be approved or whether artists were confirmed to attend. Another concern alleged that prior to Timeless Events and Juicy Fest's liquidations, there were financial irregularities involving Timeless Events, Juicy Fest and another event promotion company managed by the same Director.

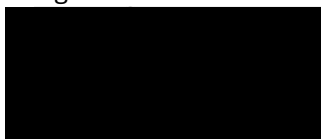
Further information

We hope this response has been helpful. If you have any questions about this response, please do not hesitate to contact us at uia@comcom.govt.nz.

If you are unhappy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

Please note, the Commission may publish this response on our website as part of our proactive release process. All personal information will be redacted prior to publication.

Ngā mihi nui



Adam McFerran
Senior Advisor | OIA & Information