



**6 May 2026**

**For immediate release**

**CONSUMER ALERT: MODELANE LONG TABLE**

The Consumer Goods and Services Ombud (CGSO) has received 24 complaints regarding *Modelane Long Table*, an outdoor dining event with online ticket sales. The complaints centre on event cancellations and the company's failure to issue refunds.

The CGSO's attempts to resolve these matters have been unsuccessful, leading to the issuance of 12 termination notices for non-compliance with the industry's Code of Conduct. According to Section 46(3) of the Electronic Communications and Transactions Act (ECTA), if a supplier cannot perform under an agreement, they must notify the consumer immediately and process a refund within 30 days.

A termination notice is issued by the CGSO to close a consumer complaint when a supplier has not engaged with the process. If the CGSO cannot resolve a complaint within 60 business days or if a supplier refuses to cooperate, the CGSO issues a notice allowing the consumer to escalate the matter to the National Consumer Commission (NCC), which has the power to prosecute and levy fines against non-compliant vendors.

Given the lack of cooperation from *Modelane Long Table*, the CGSO is now advising complainants to escalate their complaint to the NCC.

Consumers are urged to exercise caution when transacting with this entity. To minimise risk, always research organisers, read independent reviews, and verify a vendor's reputation before making any online payments.

Issued by Jack Malatji on behalf of the Consumer Goods and Services Ombud, Senior Manager: Stakeholder Communications & Advocacy. Mobile: 073 168 9654; e-mail: [jackm@cgso.org.za](mailto:jackm@cgso.org.za)

For more information and media interviews, please contact Ouma Ramaru, Public Relations and Education Manager on 011 781 2607; or 073 899 9551 or via email at [oumar@cgso.org.za](mailto:oumar@cgso.org.za)

### **About the CGSO**

*Established in 2013, the CGSO is an independent and accredited alternative dispute resolution scheme as defined in the Consumer Protection Act (CPA). Its accreditation derives from section 82 of the CPA, and its dispute resolution mandate from section 70 of the CPA. The services of the CGSO are free to consumers.*

*In addition to providing for a scheme of alternative dispute resolution as described in section 70 of the CPA, the CGSO's mandate includes raising the standards of good conduct in the industry; offering guidance to participants around the implementation of and compliance with the CPA; and educating consumers as to their rights and redress available to them should an industry member breach the CPA or the Code.*