What are secondary ticket websites?
Secondary ticket websites enable individuals or businesses to re-sell tickets they have bought for sports, music or other events.
Before purchasing a re-sold ticket, always make sure that you are happy with the ticket you will be getting and that you know what it will cost you.

Ask yourself the following questions:

Are there any restrictions on your ticket?
These could include:
- a restricted view
- that children under a certain age must be accompanied by an adult

Where is your ticket located?
If you are buying multiple seats, check whether they are located together.

Is your ticket subject to additional charges?
These could include:
- booking and administration fees
- delivery fees

What was your ticket originally worth?
Prices charged for a ticket sold on the secondary market are not always the same as the original price of the ticket – are you happy to pay the difference?

Does the website offer a guarantee?
Make sure you understand what you are covered for if something goes wrong.

Why does it matter?
Secondary ticket websites and business sellers should provide you with correct, complete and transparent information before you buy.
Always look out for this information and consider it carefully before you purchase tickets on the secondary market.

Businesses that do not provide the required information may be in breach of consumer protection law.

For more information contact:
Citizens Advice
03454 040506 (England, Scotland and Wales)
www.adviceguide.org.uk
Consumerline
Northern Ireland
0300 1236262

Know what you are getting when buying re-sold tickets – and how much they are costing you

These materials do not constitute legal advice and should not be relied upon as such.