



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing

2 messages

19 November 2015 at 10:32

To: "ticketing@culture.gov.uk" <ticketing@culture.gov.uk>

Secondary ticketing sites are a good idea. They give the opportunity for people who cannot attend functions to resell their tickets. In principle it's beneficial.

Unfortunately they have been taken over by ticket touts. The Davis Cup has been targeted this year. Ticketmaster were given the task of selling LTA tickets - the British allocations. At Queens in July and Glasgow in September the same thing happened. Tickets sold out in approx. 15 mins but appeared on secondary ticketing sites Getmein, Seatwave, Stubhub etc.etc. - they all had them for extortionate prices. I saw 4 face value £120 tickets being sold for £4500. Now this transaction had an admin fee on it which also had VAT on!!! Was that someone who couldn't go selling their tickets?

Tickets which appear instantly on secondary sites are not genuine people who can't go and need to sell on, whatever Ticketmaster say, they are ticket touts. Also, how can it be ok for Ticketmaster to be allowed to manage the original sale and also make a lot of commission money from the secondary sites. It is immoral. Doesn't that cause a conflict of interest?

In the sale of Davis Cup tickets Ticketmaster did not use any methods for discouraging ticket touts using ticketbot software buying up tickets. They did not use Captcha or any other easily obtained software to ensure only humans could purchase tickets. And a common complaint from genuine customers was that the website was running so slow that they had tickets in their baskets which they lost because it would not allow them to check out. Ticketbot software causes this - it slows down the service of the website as it collects tickets. It was in Ticketmaster's own interest not to use preventative software. They use the excuse that they are just providing a service - well they may not be selling the tickets themselves on the secondary ticketing sites but they are making money on the sales - more than they will make on the original sale. How can this be right? It is certainly not moral and it should be illegal. At best it is a complete conflict of interest. I went on Ticketmaster to buy tickets for the Osmonds Christmas show, and I had to fill in a Captcha screen - obviously the ticket touts have no interest in these tickets!! Why do they employ this method for some tickets and not others? DEMAND. Davis Cup tickets, because they are thin on the ground can demand high secondary prices.

For the final of the Davis Cup, the Belgians used Ticketmatic - but no anti- ticketbot software - and what happened? I logged in seconds after the sale opened and I was at number 2934 in the queue. And I only got down to no 1909 when the Sold out notification appeared at just after 12pm. See attached. But while I was still in the queue, tickets appeared on the secondary sites at extortionate prices. See attached. While I was still in the queue!!! These are ticket touts!!! And the secondary sites know they are - the tickets appeared at inflated prices and the telling thing was they also appeared in high volumes. Only ticket touts with special software could achieve this. I checked and there were 13000 people in the queue when they sold out. I emailed the Ticketmatic and surprisingly received no reply!

The images attached are from the Davis Cup final sale from Ticketmatic - I may have some evidence from earlier rounds - I will email them too if I can find them.

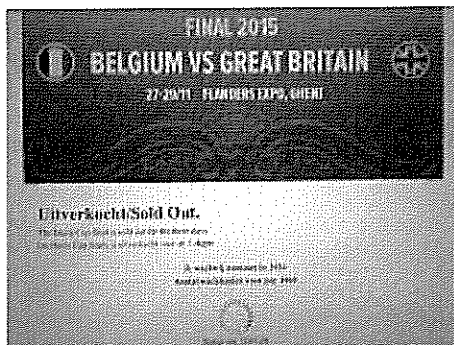
There should be a limit on how much you can sell on tickets for. And primary ticket sites should not be allowed to run secondary ticketing sites. There is a conflict of interest. There is a secondary ticketing site which sells on tickets at face value or slightly more called Twickets. They must be making a profit or they wouldn't trade but they're not taking advantage of people like Ticketmaster and their like. This is how the whole industry should be run, by law. If the law doesn't intervene, they are encouraging the touts to carry on. If the law is changed Ticketmaster say it will drive the touts underground - of course they don't want this to happen - it will reduce

their income substantially. I would be interested to know how much of their income comes from primary ticketing and how much from secondary ticketing - we need to know this!!

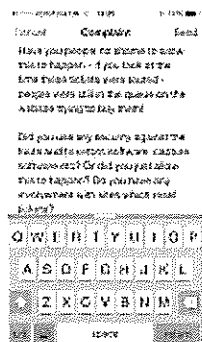
The ticket touts should be underground and life should be made hard for them, not made conveniently easy by sites operating within the law, because they are making a hefty profit out of the touts ticket sales too, at the expense of the man in the street. STOP THIS PRACTICE NOW!!!

Sent from my iPad

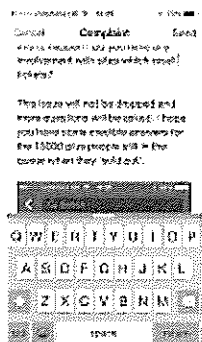
4 attachments



IMG_6139.JPG
2092K



IMG_6142.PNG
153K



IMG_6143.PNG
143K



IMG_6144.PNG
308K

19 November 2015 at 10:39

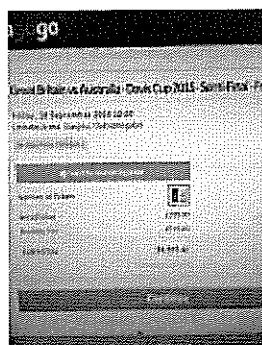
To: ticketing@culture.gov.uk

Davis Cup Glasgow semifinal tickets for sale on Viagogo

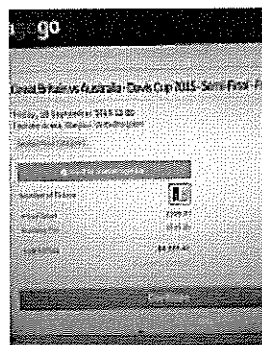
How can these be people who can't go selling on their personal tickets -there is a booking fee and VAT on them? Who was selling these tickets? You don't find out unless you buy. Screenshots taken in August days after the legitimate sale.

Sent from my iPad

2 attachments



IMG_4475.JPG
87K



IMG_4476.JPG
87K