



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

my views of ticketing

1 message

20 November 2015 at 16:39

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

Dear Sir/Madam

I would like to express my concerns regards the UK secondary ticket market. As a seasoned concert goer in the last few years it has become increasingly difficult to purchase tickets for gigs that I have wished to go to. This has in my opinion been caused by the greed generated by secondary ticketing sites. Not only has this created a legal loop hole for touts it has also made amateur ticket touts out of other fans keen to make money from the most popular events. It is not unusual to see tickets on sale on secondary sites for hugely inflated prices within minutes of them going on sale. It is obvious that the reason people are buying tickets for popular gigs is merely to put them straight onto secondary sites to make money. Both professional touts and ordinary people keen to make a buck on the most popular shows. It is time the government acted on this. Self regulation will not work as the companies selling both the original tickets and the secondary tickets are one and the same and they will not look to reduce their own profits. It is damaging the music business. Anecdotally I have decided against many concerts as I have failed to get tickets and refuse to pay the crazy prices asked for on secondary sites. The booking fees on the original sites are already out of hand. I recently looked to purchase 4 tickets online at £79 a tickets - the booking fee would have been £48. For what? This is another scandal all together. its not a reasonable fee and has no justification. But if the government continues to allow the sale of tickets of secondary sites unconditionally it is not only damaging the music industry it is creating government endorsed ticket touting. It is interesting to note as a concert goer of 20 plus years that you no longer find yourself harassed outside gigs by people asking if you have tickets to buy or sell. They no longer need to as the internet legitimises what they do.

I believe legislation should state that it is illegal to resell a ticket for no more than a 10-25% increase on the ticket price. This means that fans can still sell on tickets to other fans if they can't attend but would in one motion kill off both the professional and hobbyist

ticket touts. This is an important change that must happen now.

It is important to, to consider capping the profits that can be made on ticket sales were no value is being added to the purchaser. I worry that ticketmaster who make extraordinary profits from encouraging touts to sell on secondary sites will merely increase their booking fees to a percentage that is not in line with the service provided. Sadly many venues only sell through one or two sites and the fees in some cases exceed 20% of the ticket price and given there is no person involved in the issue of tickets as even they are electronic - it is hard to understand how they can justify such an increasing cost.

However back to the original point I don't think this government can no longer sit and support the secondary ticket market and legalise ticket touting. It is time to realise that self monitoring will not work and a change has to be made.

if these sites are used by only legitimate fans looking to sell on tickets for gigs they can not attend etc as getmein and stubhub and others suggest then how come tickets are on sale on these sites within minutes of them going on sales at usual much greater prices. I remember when I tried booking one concert it sold out in less than half an hour but I saw several hundred ticket on sale on getmein within 10 mins of this process ending. This is ticket touting and one with a government seal of approval.

Without doubt this will have a long term detrimental effect on the industry.

Regards

gab.

11/23/2015

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