



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Recent Muse Tickets**1 message

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18 November 2015 at 17:50

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Sir/ Madame,

With regards to the review of consumer protection of tickets resale I would like to highlight the below screen print from Ticketmaster.

owned by

I think if you look at the areas highlighted you can see for yourselves what an absolute disgrace this is.

It is websites such as these which are pricing normal music fans completely out of going to these events. The resale value is 70% of the original face value, not to mention the extortionate booking fee of £37.98.

So realistically, two tickets which should have cost a reasonable £120 have now been resold at a 100% mark up.

It is also worth highlighting that these were the cheapest standing tickets on the website and there are 232 standing tickets remaining. The most expensive being £349.06, which I have highlighted in the second screen print, this is made even worse by the fact that the face value on those tickets is £51, so these tickets have been marked up an additional 707.94%

Let's face it, these are not music or sports fans who have realised a clash in there diaries but people who are trying capitalise on popular culture and are effectively destroying it!

11/19/2015

Department for Culture Media & Sport Mail - Recent Muse Tickets

More should be done to stop these ridiculous resale sites as eventually it will lead to half full arenas and half full stadiums, where real fans will not get a chance to enjoy it.

Many Thanks

**Your Tickets****Muse**

The O2 Arena, London, UK  
Friday 15 April 2016, 18:30

FLOOR STANDING

Select number of tickets

2



2 tickets x £101.43 each \*

£202.86

Booking Fee (inc VAT) ?

£37.98

Do you have a discount code? [Click here](#)

**Important information**

\*Ticket prices are set by the sellers and may be higher than face value

Face value printed on ticket excluding fees: £60.00

**Total For Your Tickets****£240.84**

**Secure Checkout**

Have an account?

**Log in****Your Tickets****Muse**

The O2 Arena, London, UK  
Friday 15 April 2016, 18:30

**FLOOR STANDING**

Select number of tickets

2 ▼

2 tickets x £349.06 each \*

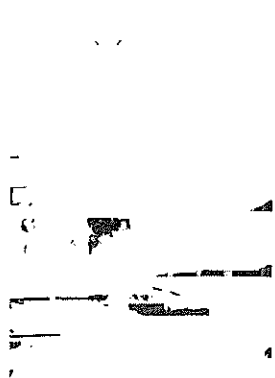
**£698.12**

Booking Fee (inc VAT) ⓘ

**£125.98**Do you have a discount code? [Click here](#)**Important information**

\*Ticket prices are set by the sellers and may be higher than face value

Face value printed on ticket excluding fees: **£51.00****Total For Your Tickets****£824.10**



*Past performance is no guarantee of future results and the value of such investments and their strategies may fall as well as rise. Investors may not get back their initial investment. / is not guaranteed*

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