



1. We were redirected from the direct website to the second hand one automatically without our consent.
2. The direct website did not state that there were no tickets left for direct sale.
3. The second hand sale happened at the exact same time as the sale started to the general public.
4. The face value of the second hand tickets was never disclosed in the purchase of the second hand tickets.
5. No condition attached to the tickets were evident or disclosed whilst purchasing second hand, however, the second site gives guarantees of the tickets authenticity and will recompense if unable to attend the event.
6. We are unable to prove our side of the story with respect to the sequence of events from waiting for the public sale to the purchase on the second-hand site as it is problematic to screen shot each step and we believe this fact is known by the website companies who exploit this and send screen shots back of what normally would take place. This allows then to sidestep complains and the complainant is unable to take it any further.
7. We were informed of the origin of the tickets i.e. public source or promotional from organisers.
8. Seating details were not provided at the time of purchase, only the block location, the seat numbers only become apparent when the tickets arrived by post.

Kind regards,

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19 November 2015 at 21:01

To: ticketing@culture.gov.uk

Please note correction to an error in previous email.

Point 7 should read

7. We were not informed of the origin of the tickets i.e. public source or promotional from organisers.

Thank you



