



ticketing mailbox <ticketing@culture.gov.uk>

(no subject)1 message

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

19 November 2015 at 20:27

Hi There,

I can only offer anecdotal evidence of my own experience I'm afraid, but first the background, I'm 55yo and have been going to gigs since age 17 the last gig I went to was 'Slaves' at Cardiff university on 15/11/15.

Over the last year (several years in fact!) I have tried to purchase tickets for various bands to include- Manic Street Preachers, U2 and AC/DC, on each occasion for these particular bands I have used the websites- mainly Ticketmaster or See Tickets and on each occasion- within minutes of 'selling out' the tickets have re-appeared on another site- allied to the main site and lo- and behold the ticket prices are much higher!! How is possible to sell 70,00 tickets in 10 minutes if the person is only allowed to buy a maximum of 4 sometimes 6 tickets if the time of the transaction takes 30 seconds minute approx from start to finish? By my calculations this equates to 11,00 transactions need to take place at least to sell out, time that by 30 seconds is a little more than the time it takes for tickets to find being advertised on secondary sites? Someone is obviously able to get many more tickets than allowed- how come within 20 mins 'Seat wave' etc. can offer dozens and dozens of tickets? And finally why would any 'real' fan buy them at 9.00am then sell them to secondary sites in that short time? How is this even possible? Why are the secondary sites allied to the main sites surely that's a clash of interests and highly susceptible to manipulation?

This 'practice' of buying many multiple batches of tickets has already been aired on a TV expose documentary- the secondary company 'employs' many many people who each have many many credit/debit cards these details are then used by 'bots' to make multiple applications, thus they end up with the dozens of tickets you can then find on their site at twice the price, 20 mins after going on sale!!

It must surely be apparent to anyone investigating that at best there is a lot of 'poor practice' going on within these secondary sites and being less kind, they are 'cashing in' by superior use of technology, thus rendering the first come first served 'equality' basis redundant, while some may say that 'entrapaneur-ship' at its best many fans who also but the CD's etc. will see it as themselves to be financially abused.

Why do main ticketing sites need secondary sites?

How do secondary sites obtain their tickets? Can their computer purchasing history be looked at?

How do tickets get on to secondary sites so quickly after selling out?

If each venue 'outsources' the selling of tickets can they not simply outsource to a printer/delivery company and sell them on site where the person has to turn up? The venue/promoter could easily add these costs onto the price of the ticket?

In short concert venues/promoters need to go 'back to the future' and sell tickets 'old style' in order to counteract the legal touts hiding in secondary ticket sites/outlets.

Regards -regular gig goer but increasingly less frequent these days due to ridiculous costs and reduced chances to buy!

Ex-

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