



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence - General Public Experience of Buying Music Event Tickets.

2 messages

19 November 2015 at 20:52

To: ticketing@culture.gov.uk

Hello

In response to your 'Call for Evidence' with respect to 'Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms' please find our recent experience in trying to buy tickets directly for a music concert.

In September 2015 we attempted to purchase tickets to a music concert in Manchester Arena for an event in April 2016. We wanted to buy tickets directly so selected a reputable source that was directly recommended and directed to by the artist's website namely 'Ticketmaster'.

We went on Ticketmaster website just before the sale to the general public commenced and we were presented with a countdown timer for the event that wished to attend.

When the time elapsed there was a while where the website said it was loading, after which we then tried to purchase tickets.

Unfortunately this is where, in our opinion, the deceit began as we had been automatically redirected to the second hand seller 'GETMEIN' without actually taking any action on our behalf.

We were still under the impression that we were buying tickets direct but we were starting to panic as tickets we tried to select and purchase just disappeared and became unavailable. After we eventually got hold of some tickets and went to check out the prices were much greater than we were expecting, some 2.5 times as much.

After purchasing we were able to piece together what had happened and that we had really paid overinflated prices at approximately 2.5 times the face value of the tickets from a second-hand retail site not a direct sale.

We complained several times to both Ticketmaster and GETMEIN but they professed that they had done no wrong brushing us aside and stating that there was no refund or redress available.

Please find the points we would like to make on this matter are as follows:-

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,

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

From: ·

Sent: 19 November 2015 20:53

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

Subject: Secondary ticketing - call for evidence - General Public Experience of Buying Music Event Tickets.

[Quoted text hidden]

