



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

---

**Opinion on ticket reselling sites.**1 message

---

19 November 2015 at 08:58

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

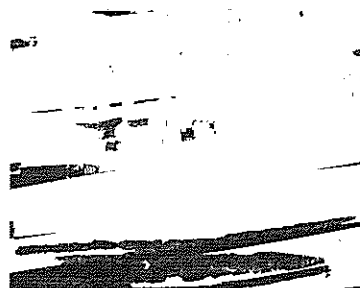
Ticket resale sites are simply a mechanism for a small number of touts to make money.

They do not benefit either artists or fans.

I appreciate that in a democratic capitalist economy there should not be restrictions in a marketplace but under certain circumstances the government does need to step in and create laws to protect the general public.

Purchasers should be allowed to resell tickets because there are times when they are genuinely unable to attend events but resale values should be limited to a maximum of the face value of the ticket – this will deter touts and mean that ordinary fans have more chance to purchase tickets when they first go on sale.

By applying this restriction to the reselling sites and major auction sites you would hope that the majority of the touts would be affected and that it would provide protection to the real fans and the artists.



Information in this message is confidential and may be legally privileged. It is intended solely for the person/persons for whom it is addressed. have taken every reasonable precaution to minimise the risk of viruses being transmitted over the email system. However, we cannot accept liability for damage for which your computer system may suffer in the unfortunate (and highly unlikely) event of a virus being sent from us.



ticketing mailbox <ticketing@culture.gov.uk>

---

## Opinions on ticket resale.

1 message

19 November 2015 at 15:32

To: ticketing@culture.gov.uk

I've been to loads of gigs over the years and I've noticed that sites like Get Me In are selling tickets for over triple the price in some cases as soon as tickets go on sale!! I seem to remember BBC's panorama doing a program revealing that ticketmaster or some other company were buying tickets with multiple different cards then selling them on secondary ticket sites.  
It needs to stop!

Sent from my Sony Xperia Z1 Compact on O2





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

---

## Personal Experience

1 message

---

18 November 2015 at 18:09

To: ticketing@culture.gov.uk

On the face of it on-line ticket selling is the fairest way (if one excludes the odious O2 Priority) to distribute tickets assuming, of course, access to the internet. Thirty years ago I would queue up outside the Playhouse in Edinburgh to buy tickets for upcoming shows, but now working and living in a remote part of Scotland, that option is no longer viable.

A year ago I wanted to buy tickets for an American band, Back Stone Cherry, playing in Scotland. The tickets were released on Ticketmaster at 09:00 one Friday morning. I was on in good time but failed to buy any. Within 30 minutes the tickets were for sale on the Ticketmaster sister site Get Me In (ticketmaster.getmein.com) at twice the face value. I refused to pay this amount. I wrote on the band's official Facebook page and although they expressed their concern they also stated that they were powerless to do anything about this although they were keen for a solution to be found.

Ultimately, it was my decision not to be held to ransom over the cost of the ticket but I also felt sorrow towards the band as they were the people providing the show yet a tout was getting as much money for them playing the show as the band / venue were receiving.

I sincerely hope that you can find a solution to this practice.

-

622

18



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

---

**Photos on tickets**1 message

---

19 November 2015 at 01:45

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

Hi

Please stop the reselling of concert and sports tickets.

In protest against some X Factor contestant always being Xmas number 1, fans voted Rage Against the Machine to the xmas 2009 number 1 slot. The wags!

In gratitude the band donated all the single sales to Shelter and promised a free gig in London.

RATM fans got free gig tickets to a show in Finsbury Park via a website.

To block touts from reselling the tickets each one had the fan's photo printed on it. This was back in 2010 (not new technology).

No longer required tickets should be electronically released back to the ticket agency to be automatically allocated to people on a waiting list.







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

---

**Please ban reselling sites**1 message

---

18 November 2015 at 17:54

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

I am an avid concert goer. Both my teenage children go to a lot of concerts.

I hate the way the ticketing systems work, it is usually impossible to buy tickets at their face value. Big venues will sell out in 30 seconds. I don't know how. Both myself and my wife have sat watching the countdown, waiting to attempt to buy tickets for several concerts and despite being on 2 different ticketing sites, we've both failed to secure any.

Then almost instantly lots of tickets are available at 3 times the face value on site like "Get me in" and other resellers.

It's corrupt.

It needs sorting.

.





ticketing mailbox <ticketing@culture.gov.uk>

---

## Please regulate them!

1 message

18 November 2015 at 21:18

To: ticketing@culture.gov.uk

The average person stands no chance of getting a decent ticket.

Sent from my iPhone





ticketing mailbox <ticketing@culture.gov.uk>

---

**(no subject)**

1 message

---

20 November 2015 at 12:40

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

Hi There,

It's long past the time this issue should be sorted.

Are the touts making more money than the artists?

Please look after the genuine ticket buying public.

Regards,

**P** Please consider your environmental responsibility before printing this e-mail!





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

---

## Buying tickets

1 message

---

20 November 2015 at 11:15

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

Buying tickets is really difficult especially if you live in an area where the internet speeds may not be the quickest.

I have never bought from a ticket reseller as the prices are ridiculous and in most cases prohibitive to the normal person who wants to see a band they like.

I think that reselling of tickets should have only a admin fee which should be restricted ontop of the ticket price, this would stop the shopbots being used as there wouldnt be a market for buying hundreds of tickets and then people who cant go for whatever reason would be able to sell their tickets pay a small fee and the buyer pay a small fee and everybody would be happy the site would make money the seller wouldnt loose too much and the buyer would get the ticket for near face value.

The current situation has resulted in me not going to as many gigs as I would have done before average 2 per month to average 2 per year.

Kind regards

---

The information and documents sent in this email from [redacted] are sent in confidence and are intended only for the use of the individual or entity named above. Please note that the contents may contain privileged, personal and/or confidential information and are not to be disclosed to any person other than the addressee. If you are not the intended recipient you are notified that any use, dissemination, distribution or copying of the information and documents contained in this email is strictly prohibited. If you have received this email in error, please return it and any copies immediately, without reading any attachments, and confirm that immediately upon returning the email, you will delete all copies on your system and network.

11/20/2015

Department for Culture Media & Sport Mail - Buying tickets

627





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

---

**FIRST TIME BUYER!**1 message

---

20 November 2015 at 11:06

To: ticketing@culture.gov.uk

I wanted two tickets for an up and coming concert Jeff Lynne and his ELO Manchester arena 10th April 2016:

1. tickets on sale at 09:00 13th Nov 2015
2. rang Manchester arena 08:55 waited for 15 minutes, outgoing call saying heavy demand
3. young man comes on the phone to say all their ticket allocation has go!!! I ask for an explanation, he states:-
4. they are only allocated a small amount of tickets and they had a pre-sale the previous night where most if not all their tickets were sold.....noting left to sell, but I should try other site as they might have them, a warning that where are some unscrupulous site that sell tickets at inflated prices many times above the face value, and others that sell tickets that are not accepted at the venue when one goes to use them.

We are both music lovers, both middle aged and this is a present to my wife, I was offered tickets on a site (very plausible website) for £325? for £80 tickets! how can this be, all on the day of sale. Its a nightmare scenario that needs attention by law intervention - please.





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

---

**Hopeful**1 message

---

20 November 2015 at 12:30

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

Folks,

No idea whether this may be of any use to you, but having just tried to buy tickets to see my favourite band (not even all that popular!) playing in May next year, I'm really frustrated. (Band called James if anyone cares, popular late 80s early 90s)

Tickets went on sale this morning. When I logged in to order tickets I find that they are sold out. Hmmm. Interesting, and somewhat unbelievable.

I immediately checked Seatwave, a site I know 're-sells' (ie. Legal touting). What I find there is a range of tickets for sale for the concert I wish to attend. Minimum mark up is 100% on face value, with many of them already offered at three times face value. Don't tell me these tickets have been bought by people actually intending to go, and then they've realised a few minutes later that they can't make it? Oh dear, and they seem to have bought 12 tickets!

On top of this is a ridiculous 'booking fee' of £24 charged by seatwave. So the £45 ticket has become somewhere in the region of £125 to £200 – none of which will be seen by the artist!

When will it ever change?

Cheers

-

---

This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. Thank you.



ticketing mailbox <ticketing@culture.gov.uk>

---

## Overpriced tickets.

1 message

---

20 November 2015 at 13:00

To: ticketing@culture.gov.uk

Hello,  
My wife and I had to pay 160 pounds for  
65 pound tickets to see Lionel R itchie  
at Edinburgh castle in July.





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

---

**Public Consultation**1 message

---

18 November 2015 at 22:09

To: ticketing@culture.gov.uk

Dear Sirs,

As far as I am concerned the Secondary Ticketing Market (STM) is legalised ticket touting and is preventing the 000's of genuine fans from attending events. I was recently lucky enough to get tickets for The Stone Roses via Ticketmaster, however, 2 minutes after the event went on sale there were tickets on resale sites (Getmein etc) selling for 5 times the face value. I fail to believe that a genuine person can buy tickets, complete the transaction and relist them on a separate site in under 120 seconds!! These are organised 'gangs' of touts using bots and other resources to buy up tickets before anyone else even has a chance. A recent documentary even proved that Ticketmaster themselves sell tickets on Getmein as they make more money from the resale site.

Whilst i understand that the resale of a ticket is, sometimes, necessary and unavoidable then a cap of, say, 20% above face value should be set.

This practice has now crept into theatre and sporting events. Tickets being purchased and sold on without any intent on attending the event by the original buyer.

None of this money reaches the artist, performers, theatre or sports body. I am sure that concert goers, theatre goers and sports fans would spend more money at the event if they hadn't spent an absolute fortune on tickets in the first place.

The STM sites say they protect us by making sure the tickets are genuine etc. Anyone who buys a ticket knows from event advertisements who the legitimate sellers are so you have all the information you need.

Please help us true fans see our favourite artists at reasonable prices and ban this disgraceful practice

Kind regards

Sent from my iPad







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

---

**Re sales**1 message

---

18 November 2015 at 18:53

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

Sirs,

In recent years I have bought a lot of tickets some of which I have been unable to use and therefore have offered them for sale or given them away. I think it is entirely legitimate to do that and your reforms should not prevent me from giving or selling my right to attend to another. Nor should photo I'd and so forth be permitted.

I think that the over allocation to promoters, "fan clubs", the pre sales and the hospitality industry are all factors in reducing availability to genuine fans.

Steps taken to force resales via affiliates are simply a restraint of trade and an abuse of market power. How do I know Ticketmaster has fairly offered all tickets on the open market before listing them on Stub Hub?

Pre sales which occur during normal working hours discriminate against the employed.

Booking fees are just a joke and should be abolished especially when many events are print at home.

Finally I should like to propose that all events are required to list ALL tickets on an open platform such as eBay which will ensure fair equal distribution and establish a true market price for these rights and their resale. In that way the organisation will receive the full benefit and no longer need to set a fictional "face value".

For example the WRU should auction all its own tickets and receive all the proceeds, what happens afterwards isn't their concern. Reasonable limits per person should be set also and a requirement for full cash payment initially will prevent corporate hospitality firms from getting tickets on credit and individuals buying 8 and selling on 4 at twice the price.

Yours sincerely,

-

Sent with best wishes

|





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

---

**Re secondary ticketing websites**1 message

---

20 November 2015 at 07:57

To: ticketing@culture.gov.uk

Dear ,

I am emailing following an article I read on the BBC website regarding secondary ticketing websites. I would like to submit my views on this issue as an ordinary member of the public.

My family and I enjoy going to live music events. I find it very frustrating after spending a long time waiting to buy tickets to no avail, only to find them immediately on secondary ticket websites at very very expensive amounts. This is greed and in my opinion no different to touting. These secondary ticketing websites should only be used if people are unable to attend the event the tickets have been bought for. I would have no objections if the tickets were to be sold at "face value" and maybe to add a small percentage on top to cover postage.

Thank you for taking the time to read my email.

Kind regards,





ticketing mailbox <ticketing@culture.gov.uk>

---

## Re-sale of tickets

1 message

18 November 2015 at 21:50

To: ticketing@culture.gov.uk

Hi,  
For many years now, I have had to endure having to pay up to 6 times the face value for concert/sport tickets, because touts have bought them in bulk first. It makes it very hard for real fans to see their favourite teams or musicians.  
I am all in favour of legislation to stop this practice and would be happy to spend 10% over and above face value.

Please push this through.

Thankyou.





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

---

**Re-sale ticketing**1 message

---

19 November 2015 at 10:20

To: ticketing@culture.gov.uk

Good morning.

I would you to consider my email to you today as evidence the re-sale ticket markets a (for want of a better word) conning the general public and most importantly denying them to see their heroes and artists.

My case in question was the recently sold out tour for Kate Bush. My father is a massive fan and unfortunately I wasn't able to get tickets, but I would imagine this is because people consume vast quantities of tickets and then resell them on websites such Get Me In, Seatwave and Via Go Go for purely profit, and we are talking some at over 200% of the original asking price. How can this be Justified. These people are not fans. They're con artists and thieves as far as I'm concerned.

I am a avid concert goer but I will never stoop to the point of buying from these people and giving them the satisfaction. But my main complaint is that websites such as the aforementioned let people do this. It's wrong.

I was reading a few days ago that Prince had cancelled gigs in England because fans were selling tickets before they even went on sale. Again how can websites allow this and now I've missed out on that because of these moronic thieves

A law needs to be passed. No more than 10% profit if re-selling tickets. No ifs but or maybes. Ticketing touts need to be tightened up on as well. Why are they allowed to roam outside venues looking to sell tickets. One I saw at a concert I attended in March. Joe Bonamassa at Hammersmith he must of had at least 25 tickets in his hands, it disgusts me.

Obviously if I can be on any further help I'd welcome it.

Kind regards

.

Sent from my iPad







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

---

**Re-selling is a disgrace**1 message

---

18 November 2015 at 16:46

To: ticketing@culture.gov.uk

To see Ticket Master who already charge massive fees for gigs immediately redirect buyers to their "get me in" site with hugely inflated prices plus VAT is ridiculous.

To get into any of the shows by big name artists these days you simply have to throw a LOT of money at it. The sad thing is of course people with money will still pay to go and so the ticket prices rise and rise - see ELo charging £80 to £100 a pop and Kate Bush at £150 or whatever it was. Frankly ludicrous. But no ones making money from selling records so, hey, lets charge through the nose for tickets? But I digress.

We may as well legalise ticket touting outside the venue as to be honest these days i'd much rather give these guys the money rather than the likes of Ticket master and their own reselling scam.

Regards





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

---

**Re-selling of tickets.**1 message

---

20 November 2015 at 08:39

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

Hi,

Over recent years, at every event I have tried to buy tickets for, it has been a struggle to get tickets on the day they were released.

The web site is constantly showing No Tickets available, as they have been sold out so quickly.

However, tickets are usually available at a higher price within 1 day, on many websites from re-sellers.

At very much higher prices usually.

This makes the availability of many tickets limited to those who can pay the high prices only.

We have ended up paying very high prices, that the band/organisers just do not get, because other people see an opportunity, and buy lots of tickets with the intention of selling them on.

The system is now set up to allow the public to be ripped off at every turn, with middlemen benefiting.

Tickets for events have a value as detailed by the organisers.

If you buy tickets, they should have a name that goes with the ticket, and the named person has to show up with the tickets to get them all in.

If they cannot go, then return the tickets to the organisers to get them re-released and your money back, for a reasonable handling fee.

This should be simple!

..

£59



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

---

**Re: Review of consumer protection measures applying to ticket resale: call for evidence**1 message

---

20 November 2015 at 08:03

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

I am writing in response to the review of consumer protection measures applying to ticket resale: call for evidence.

I am a regular concert-goer and have been for about 40 years.

I am saddened and angered by the relatively recent growth in the ticket reselling industry. I have had to resort to these web-sites on occasion and am staggered by the prices charged, and the lack of safeguards in place for the consumer. I am a fan of the free market but this practice is distorting the market as the websites seem to have large quantities of tickets for events immediately they go on sale to the public.

I am also concerned that this industry is not supporting the events in any way - the only person profiting is the seller & agency.

I understand that these site fulfil a purpose of allowing people who have bought tickets in good faith & then find they can no longer use them, to recoup their money, but it seems like this is a relatively small part of the trade on these sites and most tickets seem to be for sold-out events with inflated prices.

I think a maximum percentage uptick on tickets prices is a sensible and equitable solution.

London

