



ticketing mailbox <ticketing@culture.gov.uk>

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## Consultation

1 message

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To: ticketing@culture.gov.uk

19 November 2015 at 08:58

The ability to resell tickets at inflated prices encourages opportunists and criminals to get involved in this market either through resale of valid tickets or false ones.

In addition to the measures recently introduced it should be illegal to sell on at more than 10% of the face value. That should discourage a lot of the current illegal/unpleasant activity.

Yours faithfully





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

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**Consumer Feedback**1 message

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18 November 2015 at 16:47

To: ticketing@culture.gov.uk

Hello,

I wanted to add my feedback to this review as a consumer.

I'm always somewhat disappointed and despondent when I see tickets for events I'd like to attend, end up on places like 'getmein.com' at hugely inflated asking prices – It's unfathomable how tickets end up on here for sale, within minutes of gigs supposedly selling out. Something is just not right here and I've long suspected some kind of underhand activity that controls a portion of tickets from the master venue to 3<sup>rd</sup> party re-sale internet sites.

I propose :

- 1) Attending events should mean carrying photo id with the name of the purchaser being on the ticket.
- 2) People who end up being unable to attend an event should receive a refund and this should come out of the artist's takings.

Thanks





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

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**Consumer Feedback**1 message

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19 November 2015 at 10:28

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

1. Resale Cap. Instruct Secondary ticket sites to apply a cap on the re-sale value to a max of double that of face value.
2. Only allow tickets to change hands once. Secondary ticket sites should only accept tickets to sell from customers who originally bought them.

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

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## Consumer protection from secondary sites

1 message

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19 November 2015 at 15:28

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

As a regular gig goer, therefore ticket buyer, I am concerned at the behaviour and unscrupulous pricing on secondary market ticket sites and have been for some time. There was a time when ticket touting was illegal and seen as a shady and underhand business. Now it has been given a supposed air of legitimacy with several ticket selling companies actually having their own secondary re-sale sights. They are effectively running their own scalping companies, the very epitome of a conflict of interests. It's no wonder that a fairly sizeable portion of tickets that go on sale go straight to these secondary sites, many advertised before the actual direct first hand sale has even happened. Considering that ticket companies charge a flat percentage fee on tickets as a 'service charge', then the vastly inflated sums being asked for on the secondary sites result in a far greater amount being received by them as a charge. No wonder they are syphoning off tickets to their secondary sites before they even go on sale to the general public!! (Of course this will be denied, but we all know it is happening, because these tickets are confidently advertised before the on sale time, and so often many of us find a show sold out at 9am, which the very time it went on sale) The vast sums being asked for are an absolute scandal; regularly they are 2/3 times the face value (not including the added exorbitant fees), sometimes they are over 10 times the value. This has also happened recently with tickets that were set up in a system intended to prevent re-sales of any kind, particularly for profit (U2 introduced paper-less tickets where people in the standing area could only gain entrance to the venue with the credit card used to purchase the tickets and the e-mail confirmation of the sale plus photo i.d), but still these tickets have appeared on re-sale sites. The artists are clearly unhappy with this re-sale system (they do not see any of the inflated profits being made from these tickets sites, only the sites and sellers are making the excess profits) as evidenced by recent attempts to change entrance practises to gigs with paper-less tickets and also tickets linked to specific names and i.d's. The only happy people here are the ticket companies raking in the huge rip-off profits and the people selling them on, or the scalpers to be more honest. Why companies were ever allowed to set up what are basically their own touting sites I will never understand. It's an utter disgrace. Something needs to change here. If they are still allowed to operate secondary sites, then as has been suggested, there should be a cap put on stating that NO tickets can be re-sold for more than 10% of the original cost. I personally do not want any re-sale companies to exist, I think ticket companies should adopt a policy of people being able to return tickets they cannot use to be re-sold by the company and have their money refunded when the re-sale is completed. But that's an idealistic world I live in!!

Someone has to take this issue seriously, because it has reached ridiculous proportions. We should be able to buy tickets to gigs at the legitimate price that artist has set, not at a vastly over-inflated amount being asked on secondary sites that managed to grab more than a fair share of what was available before others were given a fair shot to buy them. Please regulate this and stop the outrageous profiteering that is going on. We all just want to go to gigs and pay the price on the ticket. That is not a lot to ask, and indeed, is how it should be anyway! Thank you.







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

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## Consumer Response

1 message

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19 November 2015 at 08:44

To: ticketing@culture.gov.uk

Dear Sirs

I write in response to your request for views on the secondary resale market of tickets to entertainment events

Resale sites should be restricted to selling by consumers with a handful of tickets to any single event. As a consumer it is infuriating to find that within hours of tickets going on sale they are only available on secondary markets. Often owned and operated by the major ticket sellers. Insofar as such companies are permitted to buy tickets themselves for resale these at a grossly inflated price this should be banned. I.e stubhub, getmein etc. It's inconceivable that these companies do not abuse their position of i) buying power and ii) access to tickets to purchase tickets in their own name for the sole purpose of resale.

In the alternative, resale sites should be limited to selling secondary tickets at face value only.

It should be mandatory to advertise the precise seat you are buying. If the ticket has been purchased and is available for resale then this information is readily available. Websites could also then track duplicate / fake ticket sales.

Admin fess should be prohibited or included in the cost of the ticket and should be restricted to no more than 5% of the face value of the ticket. Again, this information is readily available.

Many thanks

Sent from my iPad





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Consumer response

1 message

18 November 2015 at 22:49

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

I wanted to add my view to the consultation on second hand ticketing sales. My point is a simple one: Reselling tickets at prohibitively expensive markups is immoral and culturally damaging. There have been numerous occasions in which I have been prevented from attending events due to tickets having been snaffled up immediately after becoming available to the public only to reappear in vast numbers on second hand ticket sites. Every effort should be made to keep cultural events accessible to all. This second hand, buy to sell ticketing culture legitimizes touting behaviour and makes for a culturally poorer society, robbing people of the opportunities and experiences. The venue or performer should be responsible for setting ticket prices, not touts.

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ticketing mailbox <ticketing@culture.gov.uk>

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## Daylight robbery.

1 message

18 November 2015 at 19:05

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

For these resale company's to rip off genuine fans. By the time you go to book a ticket to see a band, the huge stashes of ticket are sold to these companies. Then They charge what they want. You must either pay up or don't go. Stop this. It's next to being criminal.

Sent from my iPhone





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

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**Consumer response`**

1 message

18 November 2015 at 22:49

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

I wanted to add my view to the consultation on second hand ticketing sales. My point is a simple one: Reselling tickets at prohibitively expensive markups is immoral and culturally damaging. There have been numerous occasions in which I have been prevented from attending events due to tickets having been snaffled up immediately after becoming available to the public only to reappear in vast numbers on second hand ticket sites. Every effort should be made to keep cultural events accessible to all. This second hand, buy to sell ticketing culture legitimizes touting behaviour and makes for a culturally poorer society, robbing people of the opportunities and experiences. The venue or performer should be responsible for setting ticket prices, not touts.







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## Disgrace of secondary ticket sites

1 message

18 November 2015 at 22:39

To: ticketing@culture.gov.uk

I do not know anyone who does not thinks this is a disgrace, a rip-off. Sports events concerts and shows are now Beyond the working people only because of secondary sites. Seconds after your favourite band for sports team announce selling tickets they are sold out at face value yet on the secondary websites they cost hundred of pound more with loads of availability this it is not fair  
None of this money goes back to the sport or goes back to the venue to help support new band or Grass roots sports. it's a disgrace, people just making loads of money for themselves

Sent from my iPad





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

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**ELO Tickets.**1 message

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19 November 2015 at 10:14

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

Hi,

I went on the ticketmaster website at 9.15 am last friday 13th November which was 15mins after the sale had opened for Jeff Lynne ELO tickets and ALL 9 mainland venues (excluding Dublin and excluding platinum or VIP packages) were sold out. Not one ticket available. Plenty on the ticketmaster's sister site of GetMeIn. So ticketmaster is plainly selling the tickets through there instead. When it does this the prices are not face value but higher. Also the seats available are not near the front or with a good view. They are rubbish seats at a higher face value. It seems the logical way of selling from the front to the back until tickets are sold out is not happening and people just cannot get hold of tickets at face value (which in this case was £65). This is not right you would agree. I would expect this maybe months after the sale has opened. Not 15 mins. Ticketmaster plainly applies sales tactics which are not very customer friendly or useable. Personally I would buy straight from the venue. But, if there is anything you can do about the way sales sites operate their sister sites then please do.

Yours sincerely





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**End user experiences of re-sold tickets**1 message

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19 November 2015 at 12:36

To: ticketing@culture.gov.uk

To whom it may concern,

I am an end user and buyer of tickets for sporting, cultural and musical events, and have a vehement dislike of secondary ticket sale websites, principally due to their sheer volume of excessively priced tickets frequently advertised.

Many ticketed events often sell out immeasurably quickly and tickets are subsequently sold at a higher, inflated rate and it is my belief that this practice should stop, via legislation, to promote fairness and equilibrium in the market.

Football tickets have such a caveat and I feel that this practice ought to be extended to other ticketed events to give everyone an equal opportunity to purchase a ticket, either directly from the vendor or a secondary site. Profiteering and exploitation exists and an individual's greed is to the detriment of us all, this practice should stop; ticket prices should be re-sold for no more than face value.

Kind regards,

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

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## Feedback for survey on Ticket Sales

1 message

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18 November 2015 at 20:28

Reply-To: davidgaylor@fsmail.net

To: ticketing@culture.gov.uk

I would like to provide the following feedback for the survey on ticket sales in UK

I have been going to concerts and events for over 40 years and the current situation is at its worst for obtaining tickets as an ordinary member of the public. You can accept you compete with other fans for tickets for popular shows but now the industry has been engulfed by secondary sales and ticket touts. Huge mark-ups at many times face value is putting some events out of the reach of the ordinary fan. Some artists have tried to restrict secondary sales with a little success which is welcome. The situation is now at crisis point.

The following may help

Only ever have four tickets per person.

Secondary ticket sales are only legal if the face value of the original ticket has been marked up by 10% or less

Where possible ticket holders must produce ID and credit card used for purchase at venue

Sales for above 10% on face value are a criminal offence with a fine of £5000

All we want is an even playing field for ticket sales and the only way to achieve that is to enact legislation

Thank you

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## Feedback on ticketing

1 message

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19 November 2015 at 09:41

To: ticketing@culture.gov.uk

I have gradually seen the market for tickets change to one tightly controlled by the promoters and ticketing agencies, and for their benefit. Buying tickets is mostly a stress laden lottery of pre-sales, main sales and secondary sales, and more often in recent years the tickets "sell out" on primary sites very quickly and the only source is expensive secondary sources.

Other issues you may care to consider to improve the consumers lot;

- tickets appearing on secondary sale websites as soon as a main site sale is sold out. Introduce a minimum delay of say two weeks.
- promoters and ticket agencies appearing to hold tickets back for secondary sale. Issue figures on the percentage sold on main sites.
- web sites not adequately sized to deal with demand, e.g. Glastonbury's annual mess. This does not directly affect secondary sales, but unscrupulous promoters and ticket agencies could use this to force people to give up and go to "working" secondary sites.
- few efforts to tie the ticket to the buyer to kill off touts and secondary sales. Glastonbury does it, Ticketmaster etc could easily do so too IF they wanted to and IF they didn't have interests in the secondary market.
- online queueing systems that issue you a customer number and then don't process you in that order, e.g. Tate Modern Kraftwerk gig. Again, if consumers have no faith in these systems they will be forced to go to secondary sites.
- added booking fees, credit card charges and other costs. All very expensive and in a world of digital automation highly questionable, designed in my view to simply profit from desperate fans.





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

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**Feedback**1 message

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18 November 2015 at 19:52

To: ticketing@culture.gov.uk

I'm told there's currently an investigation underway into ticket touting/scalping/reselling - whatever you want to call it.

The other day a Coldplay gig went on sale - only 1,000 odd tickets, venue is a church in Hackney.

Tickets went on sale at 7:45pm.

As you can see from the screenshot below, by 8:04pm, this was the state of affairs on the reselling websites (needless to say, I missed out on tickets).

Their actual value is £20 odd from memory.

This situation occurs all the time and is a disgrace.

Please do something to stop this.

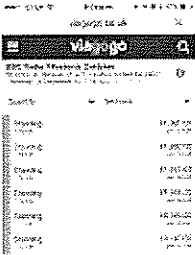
Would appreciate being included in any future mail outs, etc, providing updates on this situation.

As a frequent ticket buyer it is incredibly frustrating to often miss out on tickets to events because these bastards are buying up on tickets and reselling them for ridiculous amounts of money.

Thanks

Sent from my iPhone

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From	Subject	Date
BBC Radio 4 Feedback	Feedback	11/19/2015
BBC Radio 4 Feedback	Feedback	11/19/2015
BBC Radio 4 Feedback	Feedback	11/19/2015
BBC Radio 4 Feedback	Feedback	11/19/2015
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BBC Radio 4 Feedback	Feedback	11/19/2015

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

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**Football tickets**1 message

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18 November 2015 at 23:29

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

My wife bought tickets for a Christmas present 2014. she found an agency online. they charged her over 300 pounds for two tickets at the ethihad stadium Manchester to watch city v arsenal standard seats for a league game in January. these are not agents they are cold bloodied touts preying on people. events always sell out instantly to people (touts) who have no intention of attending and the public are being totally ripped off on resale. goverment needs to outlaw this outrageous practice. i have no problem with resale but 150 + for a ticket costing less than 40 is a disgrace

Sent from my iPhone





ticketing mailbox <ticketing@culture.gov.uk>

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## I agree - support a limit to resale prices.

1 message

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

19 November 2015 at 09:54

Dear Mr Jenkins

Please support the proposed legislation to end re-sale sites selling tickets at exorbitant mark ups.

We have totally stopped attending any live music due to the nature of online sales. We simply cannot EVER seem to get tickets, and when directed to the resale sites, the prices are beyond our reach.

A 10% limit seems more than fair.

Thanks in advance







**in my opinion**

1 message

19 November 2015 at 09:02

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

As someone who has been buying concert tickets over many years It has become increasingly difficult to purchase tickets by conventional means, particularly from more popular artists.

We are forced to use ticket agencies such as Ticketmaster and increasingly tickets sell out in minutes rather than hours whilst at the same time tickets become available immediately on sites such as Getmein at inflated prices which not surprisingly is owned by, you've guessed it, Ticketmaster !

There are not more fans out there, I believe ticketmaster just release less standard tickets, they bundle a lot up in VIP packages of doubtful value to sell at twice the ticket value and I can only think that they sell, directly or indirectly, a lot of tickets straight to Getmeine.

For example 10 years ago I could very easily get very good seats at the O2 for say the Rolling Stones by sitting on the web site as it opens the sale.

Now you do the same thing, it hums to itself for 20 minutes and you may get a back row ticket if your lucky, and I have 200mb broadband.

Just my opinion

Regards

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

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**(no subject)**1 message

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19 November 2015 at 20:41

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

The culture of reselling tickets means that real music fans have to pay extortionate amounts to see things they should be able to see at a reasonable price. This is clearly profiteering and not fair. Ticket sales companies already make a profit, which is fair enough, but for third party sellers to make such vast sums is not. This would not be allowed in other markets. If I bought a car I could not immediately resell at many times the cost. People are buying these tickets simply to resell and ensuring true fans of a particular artist are priced out of the market.

Sent from my iPad

