



ticketing mailbox <ticketing@culture.gov.uk>

Online Ticketing Platforms1 message

To: ticketing@culture.gov.uk

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Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms

I wish to give an example of overpriced ticketing on the 14th November 2014 by a secondary organisation called GETMEIN.

My daughter asked if I could obtain tickets for her and three friends to see Fleetwood Mac. I was set up before the tickets came on the market with my computer about to be logged in to the Ticketmaster site.

I tried initially for the £200 tickets to obtain the special views, but although the site confirmed availability for the 4 tickets, it was impossible when I had gone through the process and about to purchase the site confirmed that they were no longer available. I thought that that it may be due to trying to get 4 persons to sit together. I logged off and on several times and tried each section of the auditorium displaying availability for 4 tickets, but every time they were gone when I went to purchase until I eventually logged onto the £50 tickets (worse seats possible). I managed to book these and was very

surprised that when I had gone through the lengthy booking process, the final bill for 4 x £50 tickets cost £733.92.

As I had to book at the time and pay in full after a hectic time trying to obtain tickets I paid to an organisation called GetMeIn which I now believe is a subsidiary Ticketmaster.

This was an overpriced ticket sham, introducing unnecessary stress by initially confirming that the 4 tickets were available, but when coming to the end to pay found that they were no longer. So I logged off and then on again, and the same happened – the site confirmed availability but when trying to pay found they had gone. I now believe this is a ploy to pay for cheap tickets and by introducing the stress into the purchase, manipulated the situation of acceptability that would not be there if a straight forward process was available.

1. That prices for tickets should be clearly displayed with the commission included, within the price of the ticket.
2. The software of the booking agent should accept no other bookings after you have clicked on to the tickets that were initially available, until the due process of payment was concluded.
3. There is no need for an overcomplicated long process involved in purchasing of these tickets, and I believe this to be part of the scam that needs to be investigated further.
4. GetMeIn/Ticketmaster should be liable for the manipulation of the ticketing process,

so that you end up with a purchase at such an inflated price.

5. There also needs to be more legitimate competition other than Ticket master.
6. The Booking system should not allow computer bots to book swathes of tickets for resale at inflated prices.

Thank you for your time in reading this and I would be willing to give a firsthand account of my experience to your committee.

Kind regards,

