



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket selling

1 message

18 November 2015 at 17:29

To: ticketing@culture.gov.uk <[redacted]>

As a regular concert goer, I have frequently tried to purchase tickets as soon as they are available, usually 9 am on a specified date. I have seen Ticketmaster, responsible for so many ticket sales, offer tickets at an inflated price, via a web link to their own reselling site, as soon as tickets are available. It would be a physical impossibility for anyone to buy tickets and offer them for resale so quickly, which I believe shows that Ticketmaster engage in highly questionable reselling practices.

I would call on the government to act to limit reselling prices.

Thank you



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites 'make it harder to go to gigs'

1 message

19 November 2015 at 10:45

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

Hello !

My name is [redacted] and I live in London. I tend to go to a minimum of 20 concerts, theatre plays or other live performances in the year. In many occasions I have noticed that the tickets would sell out immediately, even when the event inst for another year. I am signed up to a lot of alerts so i tend to buy tickets on the day they go live. It seems that if you are not doing this, or get to buy tickets through a presale, many acts are impossible. I noticed this when trying to get James Bay tickets on different occasions this year.

This week i experienced something very clearly. There was a special gig by Coldplay. I tried buying tickets on Monday the 16th at 9:45 am, through 3 different ways (2 laptops and 1 iphone. I was placed on a virtual queue for round 30 minutes, and at the same time the tickets were appearing on Viagogo at a price between £1185 and £8999 - while the face value was £20

Hope this information helps. One thing is for people to be able to sell their extra tickets if they cant use them, and a very different is for a secondary market to appear just from buying tickets at price A and selling them at price B - that not only affects the end users, but it also does not provide any benefits for the artists.

Good luck on this projects.

Best regards,

bit



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites.

1 message

19 November 2015 at 23:33

To: ticketing@culture.gov.uk

The whole buying tickets thing is a big issue for me.

My friends and I go to at least 6 gigs a year.

There are three issues

One buying tickets. 5 minutes after tickets going on sale (so not to risk missing out) you can end up at the back of the arena and then find people buy tickets hours or days later and are towards the front.

Issue two finding a gig has sold out but on a 'sister' site you can INSTANTLY buy tickets at hugely inflated prices. The only time I tried this I ended up on a dodgy site and no tickets. Fortunately paying on credit card I got my money back.

Issue three? dont even get me started on disabled tickets that we are unable to buy on advance offers. Also a group cant be anywhere near each other. Each wheelchair user MUST have one carer and if you try to have other friends they dont end up anywhere near. I once went to a gig with 10 friends, 3 in wheelchairs. We couldnt buy the tickets together so ended up in three areas of the arena.

I hope this helps

Sent from my iPad



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites

1 message

19 November 2015 at 17:53

To: ticketing@culture.gov.uk

I think these sites should only be used if the concert struggles to sell out the venue I've recently tried to buy stone roses tickets of ticketmaster for next year but they said it had sold out only for there sister company get me in for nearly double the price they also had nearly 5000 tickets available it's a disgrace especially for us fans something should be done about it exactly the way prince did and removed the sale of is tickets due to these sites offering tickets five times face value even before the tickets had gone on sale

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites

1 message

18 November 2015 at 18:28

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

Dear Sir,

i think H M Government should introduce legislation to ban the re-sale of tickets for more than face value , plus 5%. The current position allows rank profiteering .

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

secondary ticket sites

1 message

19 November 2015 at 16:55

To: ticketing@culture.gov.uk

I think its an absolute disgrace (and another example of 'rip off Britain') that these secondary ticket sites are allowed to get away with this. I prefer to use the term 'ticket touts' as that is clearly what they are. I thought that the touts who used to sell cup final tickets at grossly inflated prices had been outlawed. What's the difference ? A few months ago I looked up prices to take my girlfriend to see 'Riverdance'. In London prices ranged from £20 to £25, presumably available direct from the venue. As I'm in Sheffield I wanted somewhere nearer. In Nottingham the touts were asking £80 and in Leeds £100. I've been incensed by this situation for some time and hope that some action is taken to put these parasites out of business.

..

Ps I tried to send a previous email by clicking on a link but don't think it got sent so I've sent another direct from my email account.



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites

1 message

18 November 2015 at 16:25

To: ticketing@culture.gov.uk

My comments are brief

I had four tickets for ACDC at Wembley in July. Unfortunately an operation on my foot meant I could not use them.

I placed them on getmein at close to face value and another fan went instead.

These steps serve a very useful purpose and their charges are proportionate in ensuring that the matched bargain can be concluded close to the event dates. I do feel that they should not be used to enable people to make of its through an effective auction process of similar tickets. I see no reason to permit a mark up.

Best wishes

Sent from my iPad

724

~~724~~



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket sites

1 message

19 November 2015 at 10:09

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

Sir

I am a consumer and a huge music fan who is constantly frustrated at not being able to buy tickets for bands I want to see because they are instantly and I mean instantly sold out yet always appear on websites including stub hub viagogo seat wave and there are others always at hugely inflated prices. I refuse to buy from these profit making sites so I don't get to the concerts I would like. Please please please do something about this.

Last Friday tickets went on sale for The 1975 at the O2 academy in Glasgow. At 9 am I could not get a ticket for the fri night of the gig my first preference nor the sat. They had put on an extra show due to popular demand on the Sunday which I was able to get a ticket for at the retail price. All the above mentioned websites had those fri and sat tickets at prices starting from £56 double the market value price.

These companies are thieves , stealing from the bands, stealing from consumers and they should be banned or hopefully some government legislation forbidding the resale of tickets on a commercial basis.

Regards

Sent from my



ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticket Sites

1 message

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

19 November 2015 at 13:43

I believe that the current state of the re-sale of the tickets to concerts and events is out of control and the people losing out are true fans who want to attend these events the most.

I think re-selling tickets should remain legal (in case someone genuinely can no longer attend an event) but the re-sale value can not be any more than 10% of the ticket's original value. Whilst I do think that secondary ticket sale sites provide protection to both sides of the transaction, I do think the fees charged by secondary ticket sites are over-inflated and should be reduced.

I also think it's incredibly unfair that secondary tickets sites like Seatwave and Get Me In get stock of concert tickets before the tickets go on sale which they can sell on at over-inflated prices on their own websites.

72t



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

19 November 2015 at 17:12

To: ticketing@culture.gov.uk

Sirs,

I would like to add my strong support to a bill that would outlaw all reselling of tickets at inflated prices. I am a humble dad with two daughters who regularly go to concerts. For all the most popular bands we end up having to go through a reseller and pay typically 50% over the face value. Here is the typical process for tickets that go on sale at 9am:

09:00:00 sale opens

09:00:01 sold out

09:00:02 reseller marketplace advertising at a 50-100% (or more) premium to face value

Most galling is that the primary ticket agent(s) is the same one reselling at an inflated price. In other words, many (most??) tickets don't ever see the light of day at face value. To be clear, these are not some shady internet resellers, but the Ticketmasters, Ticketlines that are abusing their monopolies.

To put this sham in context, we have occasionally bought tickets from individuals through eBay. Of course we did our due diligence, but in every case there was a genuine reason for the individual selling, and the price was either at face value or at maximum 10% over. In other words a fair deal for both parties.

So please let individuals run the reseller market for tickets, or at least agencies with scruples who give a damn about artists and their fans.

Many thanks,

Sent from my



ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticketing - Call For Evidence

1 message

20 November 2015 at 11:28

To: ticketing@culture.gov.uk

Dear Sir,

Two of the biggest Secondary Ticket Agencies (Get Me In and Seatwave), are both owned by one of the biggest Primary Ticket Agencies (Ticketmaster).

Tickets for events appear on the Secondary Ticket Agency websites on the same day as they become available on the Primary Ticket Agency website.

This surely begs the question, does Ticketmaster keep an amount of tickets back from general sale, and releases these to the public only via its Secondary Ticket Agencies, with a significant mark-up in price. I think this practice has been going on for some time and the public are being ripped off. Is this done in secret collusion with artistes and promoters, who make deals to take a cut of these profits?

Regards,



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

19 November 2015 at 09:09

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

Consumers must be protected against the re-sale of tickets. If not for the huge markup that some re-sellers add, but also the HUGE impact it has on the actual DEMAND for tickets for major events. In most cases tickets are subscribed by individuals and re-seller organizations for the precise reason that they can, re-sell at a markup to those unable to obtain a ticket. This pushed up the demand and ultimately affects the consumer, THE fans who love the game, the band etc. Also when you purchase a ticket at GBP120, that is deemed the real value of the act (the band or event) and type of seat etc. A markup simply means you are paying more than what is the accepted value of the product. At the least, there should be a ceiling to the markup, which will once again prevent organizations bidding for tickets wholesale, seeing this purely as a business opportunity at the expense of the fans.

I purchased tickets for the FIFA World Cup in South Africa from the official vendor, and owing to work commitments was not able to attend the event. However the organizer (FIFA) allowed a buy-back scheme at the listed price (minus an admin fee) which was then placed back in the pool of tickets for individuals who had been unable to purchase a ticket. IF the tickets were sold, the initial purchasee received a refund. This I feel is fair process for all parties, as it looks after the interests of the event organizer, both buyers, and most importantly the fans. The re-sale outside of such arrangements should be made illegal, to protect the interests of the consumer.

The initial tickets were also linked to a passport no, or credit card no so that no-one other than the buyer could attend the event. Whilst i understand it would not be feasible to cross-check passport or credit card details at a ticket booth, random checks would create sufficient risk/doubt to prevent re-purchase of tickets (from outside the official channels), especially if the mark-up has been astronomical.

Thanking you for the opportunity to share my thoughts,



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

19 November 2015 at 15:26

To: ticketing@culture.gov.uk

Dear Sir/Madam,

In line with your enquiry into the re-sale of tickets, I thought maybe a perspective from a consumer's perspective would be useful to consider.

Although I completely disagree with the re-sale of tickets at a considerably higher price point than their face value, the re-sale of tickets did enable me to attend an event in January.

This particular event appeared to be sold out on every available website I checked. However, after looking on websites such as 'getmein' and having no luck I then found the website viagogo. The cheapest ticket being re-sold was almost £20 more than face value, but this was the only available option. In addition on this point, there were other tickets that were double the price of face value and even more and these tickets were available in larger numbers. These specific tickets, were the ones that definitely stuck out as obvious ticket touts to me, so they were the ones to avoid.

The security measure in place for the purchase, is that the seller doesn't receive the money for the ticket until the buyer has been to the event and gained entry with said ticket. This measure is, for me, one that removes any worry from the situation. Yet it still has enabled a substantial proportion of people to purposefully purchase tickets for an event they have no intention of attending so that they can profit off of others.

The market for this kind of thing is ever increasing, and gone are the days of people now selling their ticket because they are no longer able to attend and that be the only way of people obtaining tickets to a sold out event. But, instead, tickets are re-sold at an extortionately high price point removing some of the enjoyment of an event as they are knowingly marketed considerably above its face value.

Far too many people must worry about the validity of their tickets due to this kind of thing and it is unnecessary to also have to find extra money for events due to the greed of others.

I hope something can be done on this matter as many suffer the loss of their money and are unable to enjoy an event as they have unfortunately been led to believe their ticket is real. It would be nice to know that in future that there would be a cap on both the re-sale price and increased security to ensure validity of all re-sold tickets.

Kind Regards,



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

19 November 2015 at 09:47

Reply-To: ()
To: "ticketing@culture.gov.uk" <ticketing@culture.gov.uk>

Dear sir,

As a consumer, a buyer of tickets mainly to concerts, I have two concerns about secondary ticketing. One concern is ownership; many primary ticketing sites own or own stakes in secondary ticketing websites. One cannot help but be suspicious that when concert tickets have sold out within seconds the tickets are then immediately available on secondary ticketing sites owned by the primary seller, at vastly inflated prices, that some pre-sales arrangements have been made.

My second concern is the speed at which tickets appear on secondary ticketing sites. It is really not possible that genuine fans of a band/artist/sporting event have purchased tickets legitimately through a primary ticketing site, then within seconds have decided that they don't want to go after all and have managed to go through the process of listing them on a secondary site; it is physically not possible. This indicates to me that tickets are being sold, en masse, in advance of the primary ticket sale, breaking any embargo, so this implies that the primary ticket site and or the event organisers or the venue are complicit in this process in order to sell the tickets at vastly inflated prices and rip-off the consumer.

I know the primary ticket sellers will say that organised, even robotic, touts are managing to buy up thousands of tickets from the primary site, but even when you are a registered member of a site it is physically impossible to complete the buying process in the time that these concerts sell out and tickets appear on secondary sites.

Thank you for taking the time to read this, if you do,



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

18 November 2015 at 16:26

To: ticketing@culture.gov.uk

Not sure if this is the kind of feedback you require but:

My husband, having never purchased event tickets online before, was looking to purchase tickets to the ATP World Tour Finals at the O2 in November.

Having logged onto Ticketmaster he was told the tickets were sold out and directed to Get Me In (a Ticketmaster company I believe). There he managed to purchase 2 tickets for the opening day on the 15th Nov. Total price he paid was £222.00.

He thought this was expensive but thought that was what the event cost (as did I until the actual tickets arrived). He didn't realise that this was a site to resell already purchased tickets.

The tickets did not arrive until 2 days before the event and the face value, printed on the ticket, was £22.

As well as a feeling anger and disgust at the seller (whose name was printed on the ticket) I was upset for my husband that he had been so ripped off when trying to buy me a birthday present.

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ZEL



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

18 November 2015 at 17:25

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

As a consumer it appears to be profiteering by companies that are exploiting demand by deliberately sequestering supply whilst providing zero added value, especially when one sees the inflation to the face value of the ticket.



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing - call for evidence

1 message

18 November 2015 at 23:17

To: ticketing@culture.gov.uk

Hi there,

As an avid music fan who regularly attends live concerts, I am quite familiar with the big name secondary ticket market resellers. Often I find myself sitting at my computer at 9am on a Friday morning, waiting for tickets to one of my favourite bands or artists to go on general sale. On quite a few occasions I've unfortunately been left empty handed due to the overwhelming demand for tickets. However, minutes after the tickets have sold out, the usual suspects; Seatwave, Viagogo, etc, miraculously have plenty of tickets available at massively inflated prices. I find it hard to believe that any of these resellers could be genuine fans, and leaves me with the impression that an ever increasing portion of tickets for concerts these days are bought by reseller looking to exploit genuine fans. It is not fair to the either the fans or the performers that these resellers are profiting from a demand which they themselves are creating. I am glad that the government are taking this seriously and am hopeful that as a result the live music industry will be changed for the better.

Kind Regards,

Clapham, London

734



ticketing mailbox <ticketing@culture.gov.uk>

SECONDARY TICKETING -

1 message

19 November 2015 at 20:33

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

GREETINGS

I cannot understand how all the good tickets for popular concerts are sold out within seconds of tickets purchase portal is opened.

On more than one occasion I have logged on to TICKETMASTER website precisely at the time of purchase window opening only to find that within less than 60 seconds the only tickets still available are the worst seats in concert halls like Royal Albert Hall, O2 etc.

These tickets appear on TICKETMASTER and SEATWAVE site within minutes at disgraceful premiums purporting to be offered by independent clients.

ARE TICKETMASTER And SEATWAVE and any other ticket selling sites related in any way??

HOW are they able to corner substantial number of prime tickets within seconds??

Members of public are restricted to number of tickets they can purchase. Why is this rule not applied to ticket touts mentioned above.

How are companies offering Hospitality packages obtaining prime seats??

Simply put the whole business of concert ticket sales is stinking TICKETMASTER and other touts have skimmed millions of pounds and deprived true fans of enjoying their star performers

The authorities must investigate
Sent from my iPad



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing agencies.

1 message

20 November 2015 at 07:35

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

Hello,

I wish to take this opportunity to express my views about the sale and resale of event tickets. I really hope that the Government will take some serious steps to prevent many of the dishonest and misleading practices that are preventing genuine ticket buyers from purchasing event tickets at face value.

As I am passionately fond of music, I have been attending concerts - mostly in London - for several years now. I used to find it relatively easy to buy a ticket/tickets for a concert, especially

