



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticket selling sites

1 message

19 November 2015 at 12:52

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

Hello,

I heard on BBC radio 1 news today that the government are looking into secondary ticket selling sights. I believe that they make it **very** hard for true fans to buy tickets for concerts and events as they, most the time, near to double the face value of the ticket. Most people (which I believe to be ticket touts) go in and buy multiple tickets when the tickets first become available at face value with no intention of ever going to the event and then sell them on to make pure profit. Attached is a screenshot from www.stubhub.com, they have adhered to the conditions and have stated the face value of the ticket which is £38.50 but they are selling this on for £75.46. I think this is a clear example of someone who has bought tickets to just sell them on at a higher price to make pure profit and not a fan at all. I have never seen tickets on this site which are being sold at face value. It is just a way of promoting ticket touts and making it so much harder for true fans to purchase tickets at face value and the fair price.

At the bottom of this screen shot you can see that stubhub have stated 'We're a marketplace, which means the tickets on our site are listed by other fans and may be price above face value'. How do stubhub know that the people selling the tickets are fans?! In my opinion if it were true fans who were selling the tickets they wouldn't be worried about making profit, they would just sell the tickets on at face value. I sold two tickets for a concert at face value only a couple of months ago as I am a true fan of the band and wasn't interested in making profit on them as I know how frustrating it is to really want to go to a concert or event but the only way you can go is to pay a ridiculous amount for tickets. There is a company called Twickets which is purely for true fans to sell tickets onto other fans due to not being able to make an event. Their conditions are that you have to sell your tickets at face value or less, therefore acting against ticket touts. I think this is the right way to go with ticket sites. It is not fair to allow people to buy tickets for an event to then simply sell them on to make profit.

You can also see from my second screenshot attached that some sellers on stubhub have 9, 10 tickets to sell, this is clearly not a true fan selling the tickets but someone wanting to make money on the tickets and who never had the intention of going to the event. Ticket sites should not allow people to sell their tickets on for profit, all sites should have conditions to only sell tickets at face value or less.

On stubhub's advert which I heard on the radio, they again state that they are a ticket selling site for fans to sell to other fans in the event that they cannot make the concert or event. This advert is very misleading and in my opinion completely false. No true fan would buy 10 tickets and then sell them on for near to double the

face value or more. It is very unlikely that you would buy 10 tickets and then need to sell them all. It is unlikely that you would be able to even buy 10 tickets. This is purely a way of making a lot of money from true fans who have been unfortunate enough to not be able to buy tickets at face value as they have sold out to hundreds of ticket touts.

I believe that all secondary ticket selling sites should be given new conditions which stop any sellers from selling tickets on at a profit. They should sell all tickets at face value or less making it fair for true fans to buy tickets. This should also then wipe out ticket touts meaning that the only reason that tickets are for sale on secondary selling sites is because the seller can no longer make the event.

I hope you do take my points into consideration.

Kind regards,

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My screenshots are from www.stubhub.com, Mumford and Sons, Thursday 10th December at the O2 in London standing tickets.

2 attachments

Ticket details

Ticket Mumford and Sons Tickets
Event Mumford and Sons Live at the O2

Event Mumford and Sons Live at the O2
Location O2 Arena, London, UK

Price per ticket £15.00
 Total Price: £15.00 (including service charge and delivery)

Order placed 11/19/2015 11:19 AM
Order status Confirmed

My order

Order Summary: Mumford and Sons Live at the O2
 Total Price: £15.00 (including service charge and delivery)

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Screenshot 1.jpg
 134K

Printed: 11/19/2015 10:00 AM
From: [redacted] <[redacted]>
To: [redacted] <[redacted]>
Subject: [redacted]

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Screenshot 2.jpg
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