



ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing consultation

1 message

19 November 2015 at 22:32

To: ticketing@culture.gov.uk

Hey

I'd have thought the obvious solution would be to ban the resale of tickets until a short time before the event, that would force scalpers to tie up large amounts of capital in tickets which would probably make the process unprofitable for all but the biggest acts.

I'd have thought things like captchas and other technical measures to stop automated systems from purchasing tickets could work, or perhaps (for one direction tickets say) you should have to fill in a quiz of random questions about the band that aren't known in advance. Another thing you can do is to change how the form appears for each band. That sort of thing makes automating filling in the form in advance very difficult. Technologies such as Selenium, which I use legitimately for user interface testing and which are probably used for this sort of thing are very flaky.

Cheers

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Sent from Mailbox





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

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## Secondary ticketing consultation

1 message

18 November 2015 at 18:16

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

Cc:

Hello,

The current secondary ticketing market distorts the market, abuses genuine fans, and fails to re-invest in the events & industries that it re-sells tickets for.

I recently tried to buy tickets for the stone roses concerts in Manchester next year - on sale at 0930. I failed to get tickets from the original seller but they were on 'get-me-in' (for genuine fans(!?)) by 1000 in their thousands - starting at twice face-value.

This is an entire market where extortionate profits are reaped from genuine fans. These profits don't go to the artists or performers, and are not re-invested into industry. The reselling sites are performing a service - but reselling of tickets by & for genuine fans is already available (ebay / Facebook etc.) & catered for. Speculative buying & selling could be prevented by introducing practicable measures, that could easily be implemented. The tickets sold by these sites probably have terms & conditions on the back stating that resale is prohibited for various reasons already!

There should be workable restrictions and / limitations placed on ticket re-selling, to prevent questionable / illegal practises which are of benefit to nobody, except for the website operators.





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

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## Secondary Ticketing Opinion

1 message

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18 November 2015 at 18:58

To: ticketing@culture.gov.uk

Dear Sir/Madam

I agree with Harvey Goldsmiths opinion that secondary ticketing websites are a national disgrace particularly as primary sites are also operating secondary ones.

I agree that some people will genuinely need to sell their ticket due to circumstances but to have the secondary market making a lot more 'pure' profit than the original event organisers sales does seem wrong. So to put a 10% cap or less on this sounds reasonable. This would hopefully stop or reduce companies/individuals buying sort after events in bulk to turn a quick high markup profit at the expense of genuine fans. (although I suspect even with this markup limit it is still a better investment to make than shares/banking etc. A max number of tickets purchased used in conjunction could work). I am very rarely able to get hold of tickets at face value as I don't have the time or opportunity to sit waiting for them to be released on the day and I suspect that's the same as ordinary regular purchasers.

So secondary markets and compulsory booking fees regardless if you collect in person or order over phone/internet would be great to have some legal clarification.

Yours sincerely

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

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## Secondary Ticketing review

1 message

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19 November 2015 at 23:46

to: ticketing@culture.gov.uk

Hello, I know this is late but I hope you will still consider it nonetheless.

I very much welcome the government's review of secondary ticket practice and have believed for some time there are a number of issues that need to be addressed.

I've noticed the effects of abusing resale tickets both at work and in my free time. As a regular concert go-er there's hardly a gig that doesn't go by without the presence of the ferve eyed tout looking to pick up any spare tickets. On the rare occasion where I've had a friend drop out and I need to sell my ticket to a tout, they will only accept it at under face value and then re-sell it at extortionate prices. They do so because they know there are people desperate to get a last minute ticket, and they do it because it makes them money. And they CAN operate like this, because it is not illegal.

I have no problem with the general concept of reselling tickets, sometimes there is a genuine cause to, but it should be to facilitate the enjoyment of live music, and not to exploit people to make some quick cash.

As a steward at [redacted] I often see first hand the negative impact the tout practice has. I've had to deny hopeful, expectant fans entry because they've bought tickets which are copies printed and sold by some dodgy character online. A family once spent £500 for group tickets to Coldplay only for the seller to not show up with the tickets as promised, which as you can imagine was devastating.

If venue security had stronger powers to move touts away from the area we could avoid so much disappointment and exploitation.

The whole tout practice undermines live music and is doing irreparable damage, if we applied a few simple measures, like impose an extra 10% limit on resale value of tickets and give venues stronger powers to keep touts away from venues we could start phasing out the current unhealthy secondary ticket practice.

Thank you for reading

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ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary Ticketing Review

1 message

19 November 2015 at 13:20

To: ticketing@culture.gov.uk

Dear Sirs,

I am writing to urge you to ban the ability to make ANY profit from secondary ticket sales. No 3rd party should be able to, nor have the right to re-sell a ticket for profit.

As a musician, music industry professional, and most importantly - a music fan, I am tired of trying to buy tickets as they go on sale, and failing, only to see them go on sale again immediately for a heavily inflated price. Tickets are expensive enough, without a further 3rd party buying up excessing tickets and marking up the price to make a profit on top.

If tickets were returnable to the original promoter this would completely resolve the issue. I would recommend you make it mandatory for promoters/original ticket sellers to accept returns with a maximum return fee of <10% of ticket price (including any booking fees and related charges) This would allow genuine fans to get their money back if they are unable to attend, and allow genuine fans to continue to purchase tickets (for the original price) as they go on re-sale before an event.

By only allowing tickets to be sold from the original seller, you also prevent false or cancelled tickets making it onto the market.

Do not allow live music to become more unaffordable by allowing the touts to continue.

Kind Regards





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

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## Secondary ticketing sites

1 message

19 November 2015 at 19:05

To: ticketing@culture.gov.uk

I have in the past gone to ticketed events and bought tickets from secondary sales sites but have always felt deeply disappointed at having to pay considerable mark-ups on the face value. It would now only be on rare occasions that I would do this now though, choosing not to go to the event rather than pay touts for the privilege.

If I look at the Barclays ATP tournament now you are directed straight to a secondary ticket site as the only way of buying tickets for evening or weekend dates.

While the ability to increase the face value to any level of mark-up exists, the desire to acquire as many tickets as possible will exist. Scalping is a known phenomenon and minor changes such as needing to declare face value will have little effect on the pricing which is the real issue.

Having touts at venues has always been a bit of an issue but it is nothing compared to the wide scale use of secondary ticketing sites which seek to sanitise touting.

Unless there is some change in legislation these sites will only continue to grow and the true fans will continue to have to pay abusive prices or not go to an event. If a venue or event sets a price that is what the person going to the event should pay.

It should be illegal for anyone to sell a ticket at more than face value. Venues or promoters should be the only people selling tickets and should be required to take back any tickets that cannot be used so that they can be resold.

This is the only way that this form of online touting can be controlled and needs to be tackled now. It is completely disingenuous for secondary sites to say they are providing some sort of service, or if it is it is mostly assisting money laundering in the form of assisting gangs of ticket scalpers to make profits out of organising wide scale ticket purchasing solely for the purpose of resale.

Not good enough, change is needed.

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ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary Ticketing Sites

1 message

18 November 2015 at 17:06

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

Hello,

Firstly I would like to comment to the lack of advertisement concerning this subject, I only found out about the public consultation by accident.

I find these secondary ticket sites are a complete and under rip off.

I have been going to concerts since 1983, yes sometimes I have used a ticket tout but the most I was asked to pay was double the face value.

Since the implementation of the sites, I have noted that the touts outside the venues have decreased in number but they are still there.

what amazes me is that these secondary sites can offer tickets to events before the tickets have already gone on sale.

Tickets for concerts sell out incredibly quickly and moments later tickets from people are on these sites and incredible prices.

Therefore these people never had any intention of attending the concert, they are just buying as many tickets as they can to sell on.  
It seems to me a way off generating a second income without having to pay any tax or NI.

yes, sometimes you cannot make a concert due to a clash of dates, and therefore, as the venue will not give you a refund, its good to get your money back from by offering your tickets for sale but with a limited handling charge, say 10%

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

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## Secondary Ticketing Sites

1 message

19 November 2015 at 20:31

To: ticketing@culture.gov.uk

I probably attend at least 5 or 6 concerts a year and at least 2 music festivals. I personally have found it harder and harder to get tickets on the day they are released through the official ticketing companies and have had to use secondary sites for 4 of the 5 concerts I have seen this year and in total have paid in total just under £400 more than the face value of these tickets but I am sure some dedicated fans will spend a lot more than me.

A friend of a friend doubles their monthly salary from buying tickets only to re sell them for profit and can make anything upwards of £1000 a month selling them via secondary ticketing sites. Meaning that genuine concert goers are left without a choice of having to pay over the odds for tickets.

These sites are just opening up avenues for people to abuse the system. I also believe it is saturating the market with fake or even non existent tickets. I know of a person who used Get Me In, the ticket re-sale site, who's tickets turned out to be fake. After a good while of waiting she did get her money back however the 3 hour train journey and hotel costs to go to a concert she couldn't even go and see were never recouped.

Personally I think these "secondary sites" should be banned, stopping these ticket touts from making a living out of selling tickets for a profit. I myself have had to sell on tickets for events I am not able to attend and am quite happy to use the normal channels to do so - Facebook, Twitter, gumtree or word of mouth and have never had any problems.

Regards.

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ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing.

1 message

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19 November 2015 at 10:37

To: ticketing@culture.gov.uk

Good morning

I would like to comment on my experience with purchasing tickets from secondary sites.

For numerous events I have sat patiently waiting for them to go on sale only to be stuck in a long queue just to be told it's sold out. How is it possible that the secondary sites have them available within minutes of them going on sale but also at an escalated cost? I think that the procedures should be fair and transparent so as to give a fan and hardworking member of the public a chance to support acts for a fair price. Use of software or fraudulent/fake purchases made purely for the process of resale should be illegal.

Regards





ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing

1 message

18 November 2015 at 18:31

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

Simple... Only the rich or those few who are lucky enough to get through to buy tickets originally get to see their favourite artistes. Radio head went a long way to avoid this with having to show the purchasing card upon entry.

Sent

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

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## Secondary ticketing

1 message

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19 November 2015 at 09:05

To: ticketing@culture.gov.uk

Hello

I would like to voice my concern over secondary ticket websites re selling tickets at higher prices at the same time that they go on general release.

I believe that these company's including ticket master are the new ticket touts and are actually worse than the original touts found outside venues on the day of a concert etc.

I think that this stops the real fans getting tickets at market value and means that only the rich can afford these stupid hiked prices. As stated it shouldn't be any more than 10% higher.

It's similar to big corporate company's snapping up tickets to matches even if they don't watch them.

Kind Regards

Sent from my iPhone





ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary Ticketing

1 message

18 November 2015 at 16:27

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

Dear Sirs

I will keep this brief and to the point.

My view is that it is morally wrong for anyone or any organisation to re sell event tickets at a grossly inflated price.

I believe that it should be made illegal for anybody to re sell tickets for more than a 5% margin above cost.

This should apply to commercial enterprises ( whether in the uk or outside) and individuals, whether online or in person buying and selling outside venues.

What is happening now is a national disgrace and should be stopped immediately.

Yours Faithfully

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

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## Secondary Ticketing

1 message

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19 November 2015 at 00:41

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

Good Evening,

I am just a 'normal' law abiding citizen, I work full time, I'm a single mother to three teenage children and with my full time wage I just about manage to keep a roof over our heads with not much left at the end of the month or sometimes nothing even for the little treats that some or most take for granted.

I think it's absolutely scandalous and yes it is a national disgrace that companies are allowed to buy in bulk tickets for concerts, matches and shows and sell them on to members of the public at much higher price than the face value of the ticket, sometimes over 100% more than the face value!

Many a time I've wanted to see a particular concert or a rugby match and I've not been able to get tickets on the release date because phones are busy or the computer's crashing only to find that most events are sold out almost instantly.

Why is it that it's always the 'normal' people like me always struggle to do the little things in life that not everyone, but a lot of people take for granted. Is it too much to ask to be able to say ok let's go and see Wales play Ireland or Jeff Lynne's ELO tour 2016 but it's just not possible. I give you my example, I've come online this evening to see if I can find tickets available for the Jeff Lynne's tour but they are all sold out. I don't want the tickets for me I want to buy them as a Christmas presents for my parent's 70th birthday which they have both celebrated this year. If they had all been sold to everyday people like me who want to go and enjoy a fantastic evening of music then so be it, I've been unlucky. However, no they haven't all been sold to everyday people wanting to enjoy the concert well not yet...there are many Jeff Lynne ELO tickets for sale on Ebay by a not so lovely company called stubhub. Being sold at way over the face value price of the tickets, sometimes twice the price, three times the price and on many occasions over 100% profit and much much more!!

Why is stubhub allowed to buy all these tickets? And many more companies likewise who buy tickets and sell on.

They don't want to go to see the concert like my parents do. It's just absolute pure greed. I am disgusted at the ways in which our world is becoming. Morals are becoming less and less on a daily basis, greed is becoming a big part in everyday life.

I totally understand that business' don't grow or make profit by giving things away for free however, please stop the levels of profit these companies are making from the 'little' people like me. Well not me in person as I would refuse to pay such prices even if I could afford it. This is actually is daylight robbery! Why is it that I can't enjoy concerts like others do? Simply because I can't afford the resale prices of the tickets it's impossible.

Profit for the companies, yes I am in favour of but the greed and demoralisation of ticket resale companies needs to be stopped.

Life should be fair on everybody, not just people with money! We all deserve the opportunities to enjoy life not to be stopped.





ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing

1 message

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19 November 2015 at 07:07

To: Ticketing@culture.gov.uk

Hello, I strongly feel that a cap of c.10% increase on face value of tickets should be applied. It is so frustrating to try and buy tickets for a performer on the day they are released to find they've sold out in seconds but minutes later are available at twice the price from a reseller. I also think admin charges should be capped. I've paid up to £5 processing fees per ticket in the past and feel it is disproportionate.

Best wishes

Sent from my iPhone

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

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## secondary ticketing

1 message

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19 November 2015 at 14:16

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

Secondary ticketing sites are a touts charter. One of them advertises itself as being a place to sell you tickets if you have an accident or are indisposed etc. But in fact the prices are extortionate and in such numbers it is clear the original tickets were bought for resale. Booking fees are high and face value prices obscured. No redress is offered.

There is a law against ticket touts who physically stand outside sporting events and concert halls but I have never seen it enforced and I can't recall a single prosecution despite some of the faces being recognisable from other events and clearly touting for business and with a number of tickets

Secondary ticketing sites allows them to do it out of the rain. Other users are amateur touts cashing in on their luck in getting tickets in the first place with no intention of going.

Some venues cancel any tickets they see being resold on these sites and ask tickets holders at purchase to bring ID on the night or provide the names if they have bought them as a present. So it is not impossible to do something about this. Restricting or banning these site would be a start.

The practice of "premium seats" being offered in theatres at about 20 -40 % more simply because they are at the end of a row or slightly central or with a miniscule bit more leg room when they don't offer any better view or comfort than any other seat should also be outlawed. About 5 years ago these seats were at the same price and demonstrably have had nothing done to them to warrant the term "premium" so perhaps fall under the trades description act.

Head of Filming and Locations

London

T. [REDACTED]

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

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## Secondary Ticketing

1 message

19 November 2015 at 13:21

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

Dear Sir/Madam,

I am writing to you to implore you to change & regulate the way that these sites work or better still shut them down! In the main the tickets that are being resold are being sold by touts who are making a huge profit from peoples desperation to attend such events. I have never used such sites as attending an event is really not worth the over inflated price that these sites charge. I have bought tickets second hand but have sourced them from sellers who genuinely cannot attend the event & who are not trying to making a profit. They just want to make their money back because they no longer can attend. These sites should only allow for this to happen! I understand that they too need to make a profit, so adding a SMALL fee on top will allow them to do so without taking advantage of people, which is what they are currently doing! Glastonbury festival has the right approach! Registering before the event & having the buyers address & photo on the ticket has stopped the resale of the tickets. Of course when the Glastonbury tickets go on sale you have until April to back out only losing £10 in an admin fee. This wouldn't work for smaller events, as inevitably people's plans change due to various circumstances, so it is only right that people should be able to get their money back, however it would work for other festivals & sporting events that are a year or so away! Maybe the issuers of such events could have a policy where in that if you genuinely cannot attend an event, the buyer can sell back the ticket to them & lose a small percentage of the price that they initially paid & then the issuers can resell the ticket to a genuine fan. There will always be a fan that wants to buy a ticket, that has missed out during the main sale of the tickets, so they should be able to buy the ticket at face value & not have to be robbed of their hard earned cash! It is also so frustrating trying to buy tickets to an event you really want to attend, to find that they are already listed on secondary sites before they have even gone on sale. How can this be? Does it mean that tickets are being held back from the issuers so that they can make a huge over-inflated profit? Tickets to events are expensive enough what with the ridiculous booking fee's which are usually per ticket, then a venue charge (what's that all about?) & then postage on top, does it really cost £2.50 to click a button to send an email with an e ticket attached? These fee's generally add anywhere from £7 upwards per booking dependent on how many tickets you are purchasing, plus the face value of the ticket, so why would anyone chose to make this already expensive venture even more expensive by using secondary sites? I for certain will never use them unless more tighter controls are put in to place to stop extorting people!

Kind Regards





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

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## Secondary Ticketing

1 message

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19 November 2015 at 10:36

To: ticketing@culture.gov.uk

Dear ,

I am writing to you as a private individual in relation to secondary ticketing.

My experience of purchasing tickets for events has been a very mixed one. There have been times where I have been able to source tickets at the last minute from a secondary ticket site at face value or less, but that is by no means always the case.

My principal frustrations around the use of such sites are that

1. I receive notification of pre-sale tickets all the time, and at very similar times, see secondary tickets crop up on the market when the pre-sale hasn't even started. How can that be?
2. The reselling of tickets for nothing more than profit. Musicians play for fans, yet, when tickets go on sale for many times their face value, fans who may have spent considerable time trying to buy tickets online are priced out. In the worst examples, I saw tickets for Kate Bush advertised last year - she sold out many dates at The Hammersmith Apollo, so she was in demand - her tickets were being sold for ten times the face value. That cannot be justifiable.
3. There is no transparency between the main ticket sellers and the resellers as they are owned by the same firms. I would like to see a ban on ticket selling firms being able to sell tickets they have purchased themselves on the resale market for profit.
4. I would also like to see a cap on the resale value above face value - any view I give is arbitrary, but ideally, no one should have to pay more than double the face value for a ticket.

Yours sincerely,

11/19/2015

Department for Culture Media & Sport Mail - Secondary Ticketing



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ticketing mailbox <ticketing@culture.gov.uk>

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## secondary ticketing

1 message

18 November 2015 at 22:22

To: ticketing@culture.gov.uk

I'm not an events organiser, primary or secondary ticket seller, I'm a member of the public who used to enjoy going to music events but no longer does because I detest the exploitation and reach of the secondary ticket market.

Its outrageous that this is allowed, and completely exploitative to allow companies to buy up huge numbers of tickets for nearly all music events and then immediately double/quadruple the price. These companies do nothing, but make huge profits. Please legislate and stop this practice.

Regards





ticketing mailbox <ticketing@culture.gov.uk>

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## secondary ticketing

1 message

19 November 2015 at 16:00

To: ticketing@culture.gov.uk

No ticket should be resold for more than 10% of the ticket face value. Booking fees should be capped at 'a reasonable' level to prevent fees and ticket pricing combined from pricing buyers out of the market.





ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing

1 message

18 November 2015 at 16:41

To: ticketing@culture.gov.uk

I wish to add just one more voice to the demand for a curb on secondary ticket sales.

It is a disgraceful form of profiteering and should be banned above an addition of 10% of the face value. Also booking fees should be banned from this sort of sale otherwise these might be used to circumvent the law.

In addition I think all advertised prices should include all add one except postage at current rates. This should include booking fees, admin fees, theatre refurbishment add one etc.

Yours





ticketing mailbox <ticketing@culture.gov.uk>

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## Secondary ticketing

1 message

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19 November 2015 at 16:55

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

Sirs

I whole heartedly agree that restrictions on re-selling tickets need to be considered.

I would suggest you consider sites such as get me in, a secondary sales website operated by ticketmaster, the original ticket sales company.

As one who has attended countless concerts over many years it is obvious that tickets at original prices are more difficult to obtain, and that premium tickets appear for resale immediately. Clearly these tickets are being purchased on a for profit basis and not as a way of selling tickets purchased some time ago for an event that the seller cannot now attend.

Yours faithfully

