



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticketing Feedback

1 message

1 November 2015 at 15:03

To: ticketing@culture.gov.uk

I'm a regular concert goer.

In my experience

- it is getting more difficult to get hold of tickets for certain events
- often tickets for events are listed on resale sites before the events go on general sale; anyone with a cursory knowledge of things can spot events that will be oversubscribed
- prices on secondary resale sites are over-inflated

Secondary resale sites make the situation worse for concert goers forcing more people to go to sites and inflating prices for sought after events as people buy tickets just to resell for a profit.

If some ticketing agencies continue to refuse to give refunds or transfers then there is a need for something.

Sites such as Scarlet Mist that operate resale for face value allow concert goers to pass on tickets and also attempt to get tickets for events where they have missed the tickets. Ticket agencies such as MusicGlue allow e-tickets to be transferred allowing such resell at face value.

This model of electronic tickets and allowed transfer to someone else - limited to payment of face value plus booking fees must be the way to go.

I urge you to force changes/regulate this sector otherwise third parties will continue to suck money out that will inflate prices for consumers and will not go to either the artists, main promoters taking the risks by running events and venues.

Regards

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Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

2 November 2015 at 12:49

to: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

London

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1



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

29 October 2015 at 17:25

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

London



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

28 October 2015 at 10:15

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

London

Sent from my phone. Please excuse any typos.

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Registered in England no. 267189
Registered Office: Teddington Studios, Broom Road, Teddington, Middlesex

11/2/2015

Department for Culture Media & Sport Mail - Ticketing

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TW11 9BE



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

1 November 2015 at 20:05

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I once used a secondary ticketing website to sell my tickets for a concert I could no longer make. I decided it would be best as they offered security guarantees. I only wanted to recoup the face value of the tickets, so another genuine fan wouldn't get ripped off. However, due to the extortionate fees of the site, I had to mark up the tickets by a considerable amount - and yet still the tickets I listed ended up as by far and away the cheapest available on the site for that concert. This to me is first hand evidence that these sites are primarily used by people looking to profit from tickets by ripping off genuine fans.

I believe that genuine fans should be able to re-sell their tickets to others who have missed out on tickets, and I think that there are better ways to do this safely. Ticket sellers could instigate waiting list systems where if a fan can't make it after buying a ticket, they can flag up their ticket as available and those at the top of the waiting list get another chance to buy them.

I go to a lot of concerts, both as a fan, and as a photographer, and it disappoints me that there are those out there making money from fans without adding any value whatsoever. So I'm asking you to take real action to make a change and protect fans from unscrupulous touts.

Thank you very much,

London

1900



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

28 October 2015 at 16:43

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,

London

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Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

Buyer <

30 October 2015 at 16:05

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

30 October 2015 at 15:11

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Why can't there be a law that prevents any ticket being sold for more than £5 more than face value?

The tickets I wanted were 'sold out' within 10 minutes of being released which seems suspect and immediately tickets were available on supposedly reputable sites??! If the law were changed this would stop true fans being ripped off

Thank you very much,

Sent from my iPad



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

30 October 2015 at 11:57

To: ticketing@culture.gov.uk

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Thank you very much,

Yours,



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

28 October 2015 at 10:34

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,

London



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

2 November 2015 at 12:56

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

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Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Tickets for the ATP Barclays World Tour Final

1 message

30 October 2015 at 02:02

To: ticketing@culture.gov.uk

On the 13th March 2015 I purchased two tickets for the above. I actually thought I was speaking with somebody from the actual O2 Venue itself. They sold me my tickets for £115 each I said that was okay they said there was a booking fee and the amount came to £277.70. I was told my tickets would be sent nearer the date and two weeks ago I received an email saying I should download my tickets. When I downloaded my tickets I was appalled to find out that they were re sale tickets from Viagogo and the tickets had £68.60 printed on them. I have tried contacting the O2 to no avail and it is impossible to contact Viagogo. I do have the invoice to prove this.

Kind regards

Sent from my iPhone



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Viagogo - Secondary Ticket Sales website

1 message

29 October 2015 at 13:21

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

Dear sir/madam

I will apologise in advance if this is an inappropriate e-mail address to contact you re my concern.

I will briefly outline my concern re Viagogo Ticket Sales Website

Advance ticket sales for a Father John Misty gig were due to go on sale at 8.55am. 28 October 2015 (actual date of event May 2016) – tickets for general purchase were due to be sold 30 October 2015.

I purchased 2 x ticket at £56.25 each plus VAT plus postage which came to £144.05.

It was only when I informed my daughter that I had bought the tickets (they were bought on her behalf) that she informed me they should only cost £20.

I contacted Viagogo saying I wished to cancel my order but they totally refused saying they had no control over the price as they were selling on behalf of 3rd parties and that this was stated on their website.

This is true as they do say they are selling for 3rd parties but as this was ADVANCE sales I took this to mean promoters or similar as there were no tickets available on the market at this point to re-sell .

Nowhere on the site do they make clear EXACTLY who is selling the tickets which I think they are required to do by law (?).

I sent numerous e-mails to Viagogo which they eventually started to ignore, my daughter phoned and asked who was the 3rd party who were selling tickets that had only gone on sale 90 seconds before I purchased then and the customer sales representative replied that he "couldn't possibly comment". They stated that is I was not happy I could "re-sell" the tickets via their website.

I did eventually get my order cancelled as I think it had become clear to Viagogo that I was not going to let this matter rest.

I am however very concerned at the practices Viagogo are using to sell advance sale tickets and if you cannot help with my concerns if you could perhaps direct me to where my concerns can be addressed.

Yours sincerely

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'



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 06:14

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

Brea



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

Danny H

9 November 2015 at 17:51

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

London



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

This has to stop!

1 message

9 November 2015 at 18:10

Reply-:
To: ticketing@culture.gov.uk

To Whom it May Concern,

As a long-time purchaser of tickets, I'm asking that much more is done to protect our live music industry. It's in great danger due to the current law which 'allows' touts to re-sell tickets at a ridiculous price - and they can do it with impunity. They rip off genuine fans, artists, record labels and get away with it.

I've lost track of the amount of times I've been ready to play the "fastest finger first" game at 9am on a morning that tickets are going onsale, only to realise that they've sold out (for a decent sized venue) within a few minutes. THEN to realise that countless numbers of the 'purchased' tickets make an appearance on a re-sale site minutes later - for several times the face value.

Touts use bots to basically Hoover up tickets and then re-sell them at highly inflated prices. But you already know all this. You know all this and do nothing! So by doing nothing you're all basically saying that it's OK to rip off the ticket-buying public!

PLEASE finally do something to stop this - make resale sites have to display the NAME of the original buyer - this way it puts an ID to the fraudsters - because that's what they are - and it's a deterrent, not failsafe in any way, but it's a start!

Please show that you aren't condoning fans being ripped off. We've all experienced the disappointment of not getting tickets for a gig/event we want to see. You can help stop that!!

Your sincerely

40



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

9 November 2015 at 16:24

To: ticketing@culture.gov.uk

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Thank you very much,

London

Sent from my Ultrafast Samsung Galaxy S4 Mini on Three

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Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Fans First - Secondary Ticketing Sites Consultation

1 message

10 November 2015 at 01:31

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

Dear Sir / Madam

I'm writing to say how much we need to see change in the way secondary ticketing sites are allowed to run within the law. I am a music fan and have had personal experience on a number of occasions where I have had to pay upwards of twice the face value ticket price for tickets to concerts I've wished to attend. These times aren't because I was buying last minute or forgot about or was unaware of the general sale, these are times when I've been plugging my details in at the 9am start of the general sale, after missing out on the fan pre-sale, only for all tickets to have sold out in 15min for a venue the size of the O2 in London.

Tickets will go on sale at 9am and by 9.10am they are already listed on the re-sale sites such as Viagogo, Seatwave and GetMeIn at 2/3/4 times face value. That is not a service that is being provided for fans to sell unwanted tickets on, that is a service which allows touts to bulk buy & sell tickets and it be classed as "above board & legal". The reason I cannot buy a ticket when they go on sale is the demand which is caused by the touts buying tickets and immediately selling them on for profit - it was stopped for football, it should be stopped for music, comedy etc.

If someone cannot go to a concert due to a change of circumstances and they need to return their ticket(s) they should have the option to return the ticket(s) to the original seller they bought from for a small admin fee. This way the tickets can be released onto the market at face value and are available again for fans to purchase through official channels at face value prices. There is a reason that bands such as Royal Blood, Muse, Biffy Clyro and Radiohead (to name just a few) are trying, with limited success in some cases, to use different methods to discourage touts such as up-front names on tickets, identity confirmation either at point/time of purchase or at the entry to the concerts etc. I am one of the admin's on a Royal Blood fan group which was started on Facebook specifically to provide a group where fans with extra's can sell tickets to other fans at face value plus booking fee's - not making a profit at all. The group has been mentioned to the band members and Royal Blood's management are also aware of it and are happy for it to continue helping fans to avoid the secondary ticket selling touts whenever possible.

Not enough is being done to protect fans of music/comedy/sport from being ripped off by touts online, it's been going on for years and it is disgraceful. Using the excuse of an open/free market driving prices is absolute rubbish, just a term the likes of Viagogo and GetMeIn like to throw around to try and vindicate what they are doing. Showing the original face value ticket price on the resale website is of no consolation to the consumer when they are then shown the secondary price they will have to pay if they want to go.

Something needs to be done and I hope you will spend the time looking into how the law can be changed to protect fans having to pay out extortionate prices for tickets to see their favourite bands, and that's only if they can afford it, if not they miss out all-together. It's a case of the have's and have-nots once the tickets make there way onto the secondary ticketing sites, and a good portion of fans find they just don't have the money needed.

I hope to see some changes made at the end of this consultation, if there isn't then we know it's all just been a paper exercise (again).

Best Regards



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

9 November 2015 at 19:16

To: ticketing@culture.gov.uk

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Thank you very much,

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for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 11:10

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

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Thank you very much,

Registered address :
Scotland.

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67



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticketing

1 message

10 November 2015 at 08:41

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

Dear Sir,

Recently I tried to purchase tickets for a musical event. I noted that the tickets were for sale through Ticketmaster. When the tickets were due to go on sale I took a glance at Stubhub, Ticketmaster's sister and wholly owned subsidiary website. Tickets for the event were already for sale on Stubhub even though they were not yet on sale to the public. I was forced to pay 3 times the price of face value for a ticket on Stubhub, that was never ever available to the public. This situation is fraudulent and blatantly defies the logic of the Governments legislation on secondary ticketing. Please amend the legislation to stop these so called legal sites.

Yours sincerely

; London

Sent from my iPhone

687



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

11 November 2015 at 11:28

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 12:09

>
From: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

London



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 19:43

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

London

71



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

Gmail

10 November 2015 at 23:00

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market.

It's clear to see that non fans make massive profits from touting when literally as soon as tickets sell out they are being resold on reseller sites for massive mark ups. But maybe I'm cynical. Maybe all those people did just go on Ticketmaster, buy 4 tickets to realise moments later that they had double booked themselves and need to resell straight away.... and the 'fan to fan resellers' as helpful and on our side as they are, help those unfortunate folk who had failed to remember in those moments when they were refreshing their web browser furiously in hope of snagging a golden ticket to see their musical heroes, that they are due to be struck down with the latest deadly animal related Flu virus on the same day as Radiohead play the Brixton Academy! Oh no!!

So how do they help these desperately unlucky real fans? By re-listing their tickets at massively inflated prices of course! Not for a small admin covering fee and a bit for themselves, no. At however much some poor genuine fan is willing to pay who desperately wants to go. The kid who saved his pocket money can't afford that though so yep, sure, everybody wins....

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Sent from my iPhone

72



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 04:56

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Blackpool

73



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing - this is in really important

1 message

9 November 2015 at 20:52

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

London

74



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

9 November 2015 at 22:50

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

Dear Professor Waterson, I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

Secondary ticketing scams, buying up tickets with the sole intention of reselling at vastly inflated prices, are corruption. Surely by allowing this to continue without regulation the government would be implicit in this corruption.

I myself cannot say I have ever been a "victim" of such scams. If tickets for events I have wanted to attend have sold out I cannot afford to pay vastly over the odds to attend and refuse to do so. Tickets for concerts, sports, theatre etc are expensive enough as it is and absolutely **MUST NOT** be essentially reserved for only the wealthiest of the population. Sports arts etc should be accessible to all. Must be accessible to all.

I don't believe for a second anyone in this country wants to be a country that allows these artists athletes and performers and their industries be killed off.

Please please please don't let it happen.

Thank you very much (London)

75



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

9 November 2015 at 20:14

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

London

→ 6



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

10 November 2015 at 10:19

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

London



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

9 November 2015 at 21:59

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much.



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

com>

10 November 2015 at 20:49

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

Sent from my iPhone



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticketing

1 message

11 November 2015 at 21:35

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

Dear Culture Department,

I would like to comment ahead of the review on the Secondary Ticketing Market. As a music and events fan, I would welcome a revision to the systems in place. Regularly fans don't get tickets to events, especially those held at larger venues, but touts seem to have pockets full of them at double or triple the price. I would welcome an ID system, requiring a named ticket and photo ID or similar document to support the ticket purchase.

Authorised ticket sale sites could operate a system similar to Glastonbury Festival, where all buyers are pre-registered with the sales agent and therefore can purchase easily, but must be present when all of their named tickets are used.

The finer details might need some consideration, such as what if the lead ticket purchaser is ill on the event day, perhaps they must have to provide the list of named ticket users 7 days in advance of the event along with their ID numbers to match up to.

I hope a better system can be found to prevent the touts and heavily inflated resale prices of event tickets, as I feel the fans miss out and the Acts miss out as they some times play to empty seats.

Many thanks

., Surrey



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

11 November 2015 at 21:01

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

I gave previously sold tickets on a fan site - scarletmist (I think It was anyway) where real fans sell on tickets at face value to other fans wanting to go when arrangements change.

I have been to hundreds of gigs over years since I was a teenager in the 1980s. I always used to be able to get tickets to shows I really wanted to see

Hard work, redialling and redialling numbers until you got through. But generally you got tickets

These days they are gone before you can log in but immediately there are tickets at inflated prices on other sites

It is wrong to restrict tickets to people who can pay these prices.

I could over pay , I have a well paid job, but u have no intention of feeding the 'touts' and companies who fleece real fans.

Please do something about this.

Thank you very much,

81



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Review of second hand ticket sales

1 message

11 November 2015 at 21:46

To: ticketing@culture.gov.uk

I don't mind tickets being sold on in a secondary market, but I think the law should make it illegal to put any tickets for resale above face value, and that resale should not include any booking fees above a small, set amount for admin charges. If touts can't make a profit from resale then they won't do it. It would of course need secondary measures such as transfer of name to be considered and for resale to go only through official sites. I think regulation in this is way overdue.

It would, however also make it less important to put into place the stringent methods of identity used on doors to prevent resale. These are great but can lead to difficulties for teens whose parents have bought them using their credit card, or for people buying pairs of tickets but not arriving at a show together (one queuing to get to the front and The other not for example).

I've been priced out of several shows - for example by being unable to get tickets despite being in fan clubs, only to find the tickets on sale at way over-inflated prices hours later by touts.

I'm glad this is being reviewed.

Kind regards

...

Sent from my iPhone

82



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

11 November 2015 at 20:37

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

83



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 10:59

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:07

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

Dear Professor Waterson,

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Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:12

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

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Thank you very much,

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:17

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

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Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:18

To: ticketing@culture.gov.uk

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Thank you very much,

-

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:19

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

Dear Professor Waterson,

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Thank you very much,

is proud to support two charities of the year: Carers Trust <http://www.carers.org> and St Luke's Hospice <http://www.stlukeshospice.org.uk/>

meets international standards for information security: ISO/IEC27001:2013 certificate number LRQ 4007115

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ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:22

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:26

to: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, even more I've seen fans selling tickets on a much cheaper price than what they've payed, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I think it's unfair these events many times are only available to those that can afford the huge costs, and I'm certain the bands and artists think the same, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:26

To: ticketing@culture.gov.uk

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Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:28

From: ticketing@culture.gov.uk

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Thank you very much,

-

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:28

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

3 November 2015 at 11:43

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Touts

1 message

3 November 2015 at 11:52

To: ticketing@culture.gov.uk

Hi

I heard you were taking opinions on secondary ticketing so here's my two cents.

While I think it's important that there is still a way for people to sell on tickets in the event they can no longer attend a gig, I also think there definitely needs to be some sort of measure that prevents touts from bulk buying and then selling on for extortionate amounts - is it possible to make it illegal to sell a ticket for more than face value, for example?

I have missed out on many larger scale concerts because I've gone to buy tickets as soon as they go on sale and they've sold out within minutes. Obviously, many of these go to true fans but many more go to ticket touts who have fancy software which can get in there and get the tickets, and then as soon as the concert is sold out, they'll have shoved the tickets on a secondary site at a huge mark-up. It's heartbreaking for true fans, not to mention extremely frustrating - and it prices out poorer members of the community.

It's ruining the British music industry for both the fans and the artists and something needs to be done because our music scene used to be a huge part what made us so great.

Thanks

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ticketing mailbox <ticketing@culture.gov.uk>

Personal Submission of evidence-1

1 message

3 November 2015 at 18:26

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

The is a submission of evidence from [redacted], Primary ticket buyer.

My name is [redacted] and I am a Primary School Teacher in North London.

I strongly oppose the legal secondary resale of tickets for music concerts, as they mean full time workers like myself are unable to buy tickets at face value for a large number of gigs.

Tickets often go on sale at 9:00 AM, a time where I am teaching in the classroom and so unable to access a computer / phone. By the time I am able to access computer the tickets are often 'sold out', although many are already available on secondary ticketing sites at full price.

I do not agree that there is a necessity for a secondary ticketing economy, as it simply means a few opportunistic people (and 'bots' operators) make a vast sum of money at the expense of genuine fans. I do not accept that there needs to be a way for people to sell tickets if they cannot go. if you choose to buy the ticket you commit to going, and if it transpires you cannot go then you should simply take that on the chin, or, if the law allows, get a refund from the venue at face value.

So I hope the government changes the law to make it much fairer to fans like myself, and end the shameful (and non-tax paying)

economy of people buying up tickets with no intention of going merely to sell on for an inflated price. I am sure that most fans would wish to see this at the expense of the very few who might gripe about not being able to resell a ticket if something else comes up.

Yourse sincerely,

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ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

4 November 2015 at 15:09

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however, it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing review

1 message

To: ticketing@culture.gov.uk

4 November 2015 at 15:29

Dear Professor Waterson,

I understand that you are chairing a DCMS review of the secondary ticketing market. I'm really glad to hear about this, as it's an issue I've felt strongly about for a long time.

I'm a huge music fan, and I used to go to several gigs a week. Now I'm older, it's more like once a month or so, but it's still a really important part of my life. One of the most frustrating things as a music fan, however, is anxiously waiting by my computer at 9am on a Friday and desperately refreshing the browser, trying to get tickets for a favourite band which sell out within a couple of minutes. It's so frustrating to know that many tickets just go directly to secondary ticketing sites, with even more being bought by people hoping to make a profit by selling them on.

I actually have experience from the industry side too. I worked as a ticketing agent for one of the major ticketing companies in 2006, and the main reason I left was due to my ethical objections to the rise of secondary ticketing. The major ticket companies say they're against touting, but all they mean is that they crack down on counterfeit tickets. They have no problem at all in people artificially elevating the price of tickets for a profit, and in fact participate in this themselves. I left because I was disgusted by the ticket company's practice of keeping back the first few rows of major gigs from general sale, then 'auctioning' them to the highest bidder.

These kind of practices mean genuine music fans are missing out on live experiences, whether that's due to low income, work or family circumstances meaning they can't rush for tickets at a set time, or simply bad luck. I would be keen to see legislation in place to prevent resale of tickets at a higher price. I would also support practices similar to those for the recent Kate Bush concerts, where tickets are non-transferable and ticketholders need to show ID to prove purchase.

I wish you all the best with your review and would be happy for you to follow up with me if you require further information.

Best wishes,

Chris...



ticketing mailbox <ticketing@culture.gov.uk>

music ticket resellers

1 message

4 November 2015 at 15:37

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

Dear Ticketing

I understand there will be a review of the secondary ticket market for music, theatre, sport, comedy.

I attend many music gigs per year, and luckily I have an office job where I can wait for the precise time that tickets go on sale. I often find that the more popular tickets can apparently sell out within seconds or minutes, and are then up on resale sites for hefty increases on the original price. These are clearly people or companies profiteering from a small availability of the original tickets at the expense of genuine fans, rather than fans who find they cannot make an event for whatever reason.

Legislation should be enforced to prevent resale at more than the original face value, and also to protect 'bots' from buying up tickets for resale. Football tickets have strict legislation to prevent touts. It is hard for smaller venues to check and enforce that gigs are attended by the people whose name is on the ticket, without having many more staff or technology to check the original purchase debit or credit card.

Thank you
Regards



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

5 November 2015 at 17:06

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I hope you are well. I am glad to hear the Government is looking into the secondary ticketing market.

The issue is not fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts specifically targeting events for profit any value being added whatsoever. The largest examples of these are companies like Viagogo, Stubhub and the other shitheads - often cosying up now to other ticketing companies and football clubs, and basing their whole business around exploiting people wishing to go to events.

Regulate this mess.

Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

ticket touting

1 message

5 November 2015 at 22:06

To: ticketing@culture.gov.uk

Hi, a simple solution...

for local academy/arena gigs etc., if you want to go the gig, go to the venue in person... allocate a percentage of tickets to various time slots over a period of a week, NO ONLINE SALE, this worked for many years before the internet came and ruined things... be bold, go offline, give the shows back to the fans

big stadium gigs and festivals all need to pre-register as per Glasto, as this seems to work

thanks



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing

1 message

5 November 2015 at 22:02

To: ticketing@culture.gov.uk

Hello Professor Waterson,

I'd like to share my views on ticket re-selling sites. I think that the original sellers should give you a realistic time window to return tickets for a refund and any reselling companies should be banned, if I do end up losing money if I can't go then so be it. I used Viagogo to sell some tickets for a gig I couldn't attend (at face value), when doing so they rang me up to ask if I had proof of delivery even though I knew they had already been delivered to their offices, it makes me think they do this to get out of paying you, later that day I did get back to them with the proof of delivery to receive payment.

I'd be happy to have to take my proof of payment or credit card to the gig to prove I was the original purchaser or even printing our pictures on the tickets.

You often find tickets are for sale at these reselling sites as soon as a big event has the tickets for sale, for an extortionate price.

I also find that the original ticket sellers act untoward when a gig is cancelled, they only refund you the face value of the ticket and keep the booking fee! We shouldn't have to fork out anything when a gig is cancelled.

Thank you very much,



ticketing mailbox <ticketing@culture.gov.uk>

Resale tickets

1 message

5 November 2015 at 22:33

To: ticketing@culture.gov.uk

Keeping resale sites legal is not a way to aid capitalism, or improve the free market, as all it accomplishes is to allow a middle man, with no interest in the event, to earn money through selling tickets to fans who would have been able to attend if not for this middle man's intervention.

I recently was unable to buy a ticket for a Catfish and the bottlemen gig at the O2 academy Brixton as the event sold out very quickly. However within minutes tickets were available on resale sites for twice the original value.

I agree that there needs to be a way for fans, who are unable to attend the event, to sell on their tickets at face value but any more than that stops fans from being able to attend the event.

Thanks for reading

~~203~~ 216



ticketing mailbox <ticketing@culture.gov.uk>

Secondary Ticketing Sites

1 message

5 November 2015 at 22:26

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

I'm glad to hear that you are at least looking into the issue of tickets for events being sold on at prices inflated vastly above what the artist intended (and the customer can afford).

I see this happen so often, and regularly miss out on getting tickets to see events, because I wasn't lucky enough to win the 'refresh page lottery' that you must engage in when demand exceeds supply. You have no idea how frustrating it is to then have to see that hundreds of people have clearly only bought their tickets in order to opportunistically take advantage of those that were unlucky enough to get through in time. I suspect I'll go through this again in the morning when I (no doubt) fruitlessly attempt to get tickets to see the Stone Roses. A band that played a huge part in my development as a fan of music, and as a musician. I'll miss out because someone luckier than me thought he'd make a quick £50 by doing nothing of any worth whatsoever. Well, not to anyone other than themselves. And that's what this is, really. They're not providing a service to anyone. It's pure selfishness. Nothing more.

I was ECSTATIC when Glastonbury started using photo ID's to cut this out, and would love to see it extend to the major ticketing sites. I realise that this is incredibly unlikely though, after I saw that ticketing sites employ their own staff to literally buy back the tickets that they put on sale, only to then resell them via their own second hand ticketing sites with disgraceful, and utterly undeserved, markups.

If an artist has a price for their show in mind, then that should be adhered to. They clearly didn't wish for those unfortunate enough to not have large swathes of cash free at all times to not be able to see their show. I really don't see why opportunistic "free market capitalism" should be allowed to affect the arts in the way that it has been. Reselling should be allowed, but only for the face value of the ticket, plus other fees incurred at the time of purchase. An agreeable system is employed by the site <https://www.twickets.co.uk/>.

Regards,

Northampton

217



ticketing mailbox <ticketing@culture.gov.uk>

ticket touting is WRONG

1 message

5 November 2015 at 22:27

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

When the government claims that "*Any regulation or interference from Government... will force fans into the arms of the black market*" it **clearly** demonstrates how out of touch and uninformed they are. When was the last time any of these people tried to buy their own tickets to a show? For many popular bands, tickets sell out in minutes and despite being on the site at the appointed time many fans miss out, only to see tickets go on sale seconds later on secondary ticketing sites like Seatwave or Ticketmaster affiliate "Get Me In" at **vastly** inflated prices! How is this in the best interest of the fans?

We all know that these sites, Seatwave, Get Me In, Stubhub are sophisticated money-making enterprises in which people, working in teams, buy up vast quantities of tickets only to sell them off seconds later at many times their face value. So, no, these are not innocent people selling off a ticket or two because they can no longer go to the show. These are criminals cheating fans.

When Kate Bush announced her run of shows in London an intricate and seemingly fool-proof anti-tout system was put in place in which only four tickets total could be bought and the cardholder had to be present at the show with ID and the card they used. Fool-proof right? Wrong! What the touts did was have teams buy up four tickets each, re-sell them later for HUNDREDS, even thousands of pounds, meet the poor people they sold them to at the venue, go inside with them and then leave before the show started. Is this fair? Is this "advantageous" for the fans? If so, how?

When Elbow performed at Manchester's Bridgewater Hall a few years ago for two nights tickets sold out in under 30 minutes and heartbroken fans were forced to consider paying around £500 for tickets with an original face value between 30 and 50 pounds. Is that fair? Is that just?

There are many many more stories from hard done by fans who missed out getting tickets for their favourite band only to see tickets on sale, literally SECONDS later, at triple the price. In France and the U.S. touting is illegal. When is the UK going to face this and do the right thing and make it illegal to cheat people, its citizens, like this? There is free enterprise and then there is greed dishonesty. Britain is better than this and the government needs to address this and they need to do it now.

218



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing for music events

1 message

6 November 2015 at 07:28

To: ticketing@culture.gov.uk

I find this a very simple problem to resolve. Glastonbury developed the answer almost ten years ago. The big ticketing sites, See, Ticketweb, Ticketmaster etc should employ a registration system which uses a persons image to ensure each ticket can only be used by the person who bought it by printing that image on their ticket. If a person is buying a ticket for a friend then both people must be registered and so both tickets get their faces on. There is a loose scheme already in place which needs the card used to buy the tickets to be present at entry but it's a bit flimsy to be honest, for example the card may be lost and it doesn't always seem to be implemented anyway. Also, due to Glastonbury amazing popularity, this scheme already has over a million people on it I believe so a lot of the work is already done.

I also think it's about time that touts outside venues and train stations were dealt with. They're can be intimidating, fight amongst themselves and generally cause a nuisance. I'm fairly certain they don't declare their earnings to the tax man either. Anyway, these are some of my thoughts. Speak with the people who run Glastonburys ticketing system. The solution to this problem is already out there.

Northampton

227



ticketing mailbox <ticketing@culture.gov.uk>

(no subject)

1 message

6 November 2015 at 19:17

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

I am writing as a disgruntled Stone Roses fan, who tried in vain to get tickets for their gig next year. Tickets sold out, and no doubt not to genuine fans, but companies like and secondary ticket sale sites, therefore pricing out genuine fans. Something needs to change !!!!

Sent from my iPad

231



ticketing mailbox <ticketing@culture.gov.uk>

(no subject)

1 message

6 November 2015 at 08:50

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again. I have never had anything against genuine fans re-selling their tickets at around face value or even giving them away due to a change in circumstances but sites actually blocking out sections of tickets and charging considerably higher prices for what is in effect regularly just an electronic process regularly prevents me and my family from supporting a band or act that i would otherwise support.

The artist/band gains no more revenue from these hiked prices and these are the people i am willing to support not some computer whizz who has the technology to block tickets quicker than a regular customer. I refuse to pay extortionate prices and so lose out on the experience of many artists I would otherwise support. Sadly it seems the bigger the band, the bigger the secondary site rip off and so already expensive and luxury tickets become out of the realms of regular audiences. Anything in excess of 25% increase cannot begin to be justified- i regularly see 500% or greater increases which is a situation i am not stupid enough to entertain although it would appear many are still stupid enough to pay. Supply and demand allows more popular acts to charge higher higher prices it should not allow secondary sellers to rip off dedicated fans who will go to any lengths (or coerce their parents) to attend a certain act. Sadly many people in this country dont seem educated enough to realise the degree to which they are being taken advantage of and you only need to look at the proliferation of "pay day lenders" advertising rates in excess of 1000% to see quite how much the unsuspecting and uneducated public are taken in by unscrupulous practices!

Yours

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