



ticketing mailbox <ticketing@culture.gov.uk>

Comment from a frustrated live music fan

1 message

18 November 2015 at 13:46

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

Hello Mr [REDACTED]

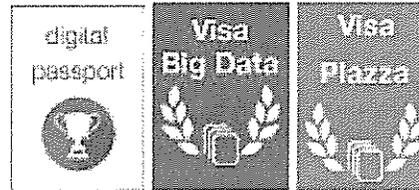
This e-mail is simply to register my support for a review into secondary ticket market for re-sale of tickets for UK sporting, entertainment and cultural events. This is not something I would normally take the time to do but I feel very strongly about this subject.

I have suffered repeated frustration in recent years when attempting to purchase music concert tickets only to find, shortly after their release, that they are sold out. However when checking sites like 'STUB hub' I find a multitude of tickets for the event available at an inflated price.

Sites like StubHub claim they provide a service for 'normal people holding tickets for an event that they can no longer attend due to unforeseen circumstances'. How can that be true when these tickets appear just days after the tickets are released and month's before the event is scheduled to happen?

The emergence of these ticket reselling sites has turned everyone into a potential ticket tout. This comes at the detriment of genuine music fans wanting to watch live performances and willing to pay the face value of the tickets, even though these are often very expensive in the first place. It is completely unfair that I am being forced to pay an inflated price to someone with no genuine interest in attending the event but is just trying to make a quick profit with almost no effort required on their part.

Although an inconvenience I would be prepared to visit ticketing offices in person to purchase tickets if it ensured I had a fair chance of securing the tickets I want. I would also have no objection in having my picture used on a ticket to prove that I was the original purchaser of a ticket.



United Kingdom

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ticketing mailbox <ticketing@culture.gov.uk>

Concert tickets

1 message

18 November 2015 at 12:40

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

Good afternoon,

It is hard enough to get tickets to big concerts without having some of the tickets "farmed off" to these resale sites. They must do this as you can generally buy a ticket from a resale site as soon as they go on sale at a vastly inflated price. Its nothing but legalised touting.

Finest regards,



ticketing mailbox <ticketing@culture.gov.uk>

Consultation

1 message

18 November 2015 at 14:07

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

Dear Sirs.

I believe action is required and I am glad the consultation is taking place

Fans sometimes cannot attend an event and re sale with a 10% allowance for costs etc is acceptable.

However fragrant abuse of the system and adding on >500% to the face value has to stop and most be illegal?!

If I were to stand outside a venue and sell a ticket for above face value the law enforcement present would Dean this to be illegal.

But because big business in doing it online (even through the end result is the same, fans are being ripped off) someone this is a perfectly legal and legitimate endeavour!

Please act accordingly to remove this ridiculous process.

Kind regards

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Consultation

1 message

18 November 2015 at 12:09

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

I think re-sale ticket sites should only be able to re-sell tickets to a maximum of 5% over the face value. Many fans unable to buy tickets when they go on sale (often due to the sophisticated means by which ticket touts are able to purchase tickets when they go on sale) are being taken advantage of because of the secondary market. The over inflated prices go in the tout's own pocket. Not the singer, promoter or as tax to the government. This needs to change asap as it is an unfair practice.

Thank you

Sent from my iPhone

17E



ticketing mailbox <ticketing@culture.gov.uk>

Consultation

2 messages

18 November 2015 at 13:23

To: ticketing@culture.gov.uk

In a free market as this, and just like with any other commodity, the seller must be free to set the price they choose. People have a choice whether to buy or not.

18 November 2015 at 13:26

To: ticketing@culture.gov.uk

The issue that should be looked at is the charges that the companies set for re-selling tickets. They are sky high, and most of the process is automated so why do they charge such outrageous 'booking fees'?



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Consultation

1 message

18 November 2015 at 13:51

To: ticketing@culture.gov.uk

It is high time that legislation was brought in to clamp down on what can only be labelled exploitation.

Too many people and organisation buy (often bulk) tickets with the express aim of reselling through secondary websites at inflated prices. This makes it exceptionally difficult for the genuine customer to buy a face-value ticket, and almost impossible to buy a good seat, without paying well over the odds.

If the legislators care about consumers and fair play then they should act urgently.

Regards

Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Consumer protection measures applying to ticket resale

1 message

18 November 2015 at 16:01

To: ticketing@culture.gov.uk

Call for Evidence Co-ordinator
Department for Culture, Media and Sport (DCMS)
100 Parliament Street
LONDON
SW1A 2BQ

Dear Sir,

As a regular patron of the arts, I think the situation we face in London with the regards the resale of tickets is dispicable!!

Please would you add my voice to the growing outrage at this practice and request that you put astop to this.

Regards,



ticketing mailbox <ticketing@culture.gov.uk>

Crack down on ticket resale1 message

18 November 2015 at 10:35

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

Dear Sir/Madam,

I would like to express my support for the proposal to limit concert ticket resales at 110% of face value. I have tried on a number of occasions to get tickets for gigs, logged in early and ready to purchase as soon as they become available online, only to find they have almost immediately sold out. I fully accept that with high demand it's not always possible to secure tickets to see your favourite artists but I am infuriated to see tickets then on sale within minutes on secondary websites for at least double the face value. The people purchasing tickets the minute they become available are doing so not out of love for the artists' music, but purely for financial gain leaving true fans (many of whom could not even afford the tickets at face value) wildly out of reach.

I urge the UK government to enforce stricter controls around ticket resale to ensure that real fans of sport or music are not priced out and simply lining a tout's pocket.

Thank you in advance for considering this matter.

Kind regards,

(UK citizen from)



ticketing mailbox <ticketing@culture.gov.uk>

Disgrace

1 message

18 November 2015 at 12:03

To: ticketing@culture.gov.uk

Having been a victim many times of losing tickets just as I was about to complete transactions, only then to find ridiculous secondary ticket prices moments later...
Please STOP this obvious fraud!
Sent from my iPhone



ticketing mailbox <ticketing@culture.gov.uk>

Event Ticket Profiteering

1 message

18 November 2015 at 11:50

To: ticketing@culture.gov.uk

Dear Sir,

I am delighted that this matter is being considered by parliament.

Over recent years, the ability to purchase event tickets online has brought about a huge growth in ticket resale sites, which are often created and supported by the original ticket vendor.

Often events sell-out within minutes, only for the same tickets to become available on resale sites within a couple of hours. This is blatant profiteering based on technology inadequacies and the industries apparent lack of concern for consumers.

Tickets also often carry significant 'admin' fees. I recently purchased two tickets for ELO at Birmingham's NEC. The face value was £80.00 per ticket - with a £10.70 'admin' fee for each ticket plus a 'fulfilment' fee of £2.55.

I was lucky to find tickets as the event sold out within hours (This is already an expensive)- only to find similar, less well sited seats on 'Get Me In' (a Ticketmaster company!) on sales at **£275 EACH!** (Images Attached)

This is just one example and represents what is now 'standard practice' for many ticketing outlets.

This puts many events out of the price range of most fans and as a regular concert goer, infuriating.

If I can help in anyway to stamp out this practice I would be happy to be involved in a consultation group representing consumers.

Regards

Jeff Lynne's ELO
Genting Arena Sun Apr 17 2016 - 7:30pm
Block 3/T 56-57 (2)

4 Adult Tickets (2016) per ticket

1 ticket selected

Quantity	Price	Total
2x Standard Type - EC @ £60.00 + £10.70 Administration Fee (per ticket)	£127.70	£255.40
2x Standard Type - EC @ £60.00 + £10.70 Administration Fee (per ticket)	£127.70	£255.40

2x Standard Type - EC @ £60.00 + £10.70 Administration Fee (per ticket)

Total Cost: **£181.40**

Fulfillment Fee: **£2.55**

Grand Total: **£183.95**

Your PayPal card () will be debited £183.95
This will appear on your statement as **The Ticket Factory**