



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

Review of consumer protection measures applying to ticket resale - Evidence Sought

1 message

28 October 2015 at 10:25

To: "ticketing@culture.gov.uk" <ticketing@culture.gov.uk>
Cc: "FALLON, Michael" <michael.fallon.mp@parliament.uk>, "mike.weatherley.mp@parliament.uk" <mike.weatherley.mp@parliament.uk>, "TYE, Daniel" <daniel.tye@parliament.uk>

Dear Sir, Please find below a summary of my experiences and complaints made to my MP, Mr Michael Fallon, as formal submission to the call for evidence. I have been a live music and live theatre fan for many years, and have much experience in trying to purchase tickets and so I hope my comments are useful.

1. One has to fundamentally ask what is the point of a secondary ticket market and is there a consumer need for it?

The secondary market companies such as "seatwave", "get me in" and "Viaggio" to name a few will tell you that they offer a much needed service for people unable to attend the event and who want to sell on the tickets.

But I do not accept this argument because:

- Genuine fans who cannot attend an event are normally happy just to be reimbursed.
- On the day tickets are released and they sell out within minutes, the secondary market is flooded with tickets at extortionate prices, all these people listing these tickets cannot possibly suddenly be unable to attend, minutes after the purchase. They are buying with the express intention of selling on immediately for a profit. This is called ticket touting.

This is stopping genuine fans buying tickets. The attachment entitled "corrupt ticket prices proof" is a screenshot from "get me in" showing how this has become an uncontrolled business, where as much as £2,451 pounds are being requested. I cannot believe any government or enquiry can endorse these prices.

Essentially, once tickets go on sale at say Ticketmaster, there should be no need for a mass reselling and consequently there is no need for secondary ticket market proven by the fact that for the Olympics and major sporting events there was no secondary market and it was illegal to sell the tickets on.

It should not be too difficult to extend the Olympic rules for all major ticketed events.

2. Access to tickets by secondary ticket companies:

I am not totally convinced that the listings on all secondary ticket sites are from individual people. I would like assurances that Ticketmaster and others are not diverting tickets to their secondary ticket sites.

This doubt has been raised because tickets are listed on the secondary ticket sites prior to the original public sale. This can be seen in the attachment "on sale 3 hours before proof" is a screenshot from get me in I took on 16th December 2013 at 7am (the time is in the bottom right corner) It shows hundreds of tickets available 3 hours before the tickets went on sale.

So, I am wondering if get me in has listed these tickets from their allocation or if people are listing them speculatively in case they are able to buy tickets in the public sale. Either way, I believe this practice needs to cease.

Conclusions:

1. There is no major consumer requirement for a secondary ticket market
2. If one should exist then prices need restricting. People who are unable to attend an event should be limited to selling the ticket on to the face value (or face value Plus 10%), rather than the unhelpful guideline at the moment of simply stating the face value.
3. Olympic style rules should be extended across the board. I understand that the reselling of football tickets is illegal under section 166 of the Criminal Justice and Public Order Act 1994? I have not been given any answer to my question of why the government thinks the Olympics/Football should be protected from touting but nothing else.
4. Secondary market should be independent of the primary market or safeguards that primary cannot supply secondary.
5. Ticket industry self regulation is ineffective and the current practice creates an artificial demand by restricting availability.

I will leave you with this thought.

When I was a kid, taken to Wembley for the first time, there were ticket touts who immediately left for the vicinity when a policeman can near.

These people could be measured in numbers less than 100

If caught, the Police would take some action as ticket touting was illegal.

Now, anyone can be a ticket tout from the comfort of their own home because there are no restrictions at all.

These people as can be seen in the number of tickets on my attachment "seatwave" are measure in the hundreds or thousands.

I hope this is of interest and would be happy to help further if required.

Best Regards

S
Tel: +44 (0)
Mob: +44 (0)

Registered Office: ()
Registered in England & Wales number

This message is confidential and may contain privileged information. If you are not the addressee indicated in this message (or responsible for delivery of the message to them), you may not copy or deliver this message to anyone or take any action in reliance on it. If you have received this e-mail in error, please delete it and notify the sender as soon as possible. does not accept any liability for any harm that may be caused to the recipient's system or data by this message. Please carry out virus and other such checks as you consider appropriate.

3 attachments

-  **Get me in on sale 3 hours before proof.docx**
240K
-  **Get me in corrupt ticket prices proof.docx**
222K
-  **Seatwave.docx**
269K

