



ticketing mailbox <ticketing@culture.gov.uk>

## Call For Evidence

1 message

18 November 2015 at 12:46

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

Hi,

Thank you for requesting evidence of customer experience in the review of Online Secondary Ticketing Platforms. For some time, I have been frustrated at the lack of tickets available for public sale and the exorbitant resale prices that are seen on these platforms. As an example, please find attached an e-mail that I sent to Motorpoint Arena, Cardiff after I unsuccessfully tried to purchase some tickets recently ... despite me being on their website at exactly the time they supposedly went on sale to the public.

Good luck with your endeavours in this review.

Best regards,

UK

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----- Forwarded message -----

From: [REDACTED]  
To: [REDACTED] <[REDACTED]>  
Cc:  
Date: Wed, 18 Nov 2015 12:42:29 +0000  
Subject: FW: Complaint

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To: cia.boxoffice@livenation.co.uk  
Subject: RE: Complaint  
Date: Mon, 7 Sep 2015 08:04:12 +0000

Hi there,

Many thanks for your reply. I think this is a real problem with ticket sales and unfortunately, the lack of regulation means that this will continue and fans will miss out (or pay over the odds). I think what must happen is for venues such as yourself to put pressure on the ticket agencies not to do this, and threaten to withdraw their contracts if it continues.

Yes, if you could add me to the waiting list (for two tickets), that would be very much appreciated.

Best regards,

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From: cia.boxoffice@livenation.co.uk  
To: [REDACTED]  
Subject: RE: Complaint  
Date: Sat, 5 Sep 2015 12:44:50 +0000

Hello :

I am sorry to hear you weren't able to buy tickets for the Mumford and Sons concert. We do have procedures in place to try and limit tickets being sold on third party websites. No we don't think it is acceptable and it's a shame that genuine fans miss out or buy tickets at extortionate from the sites you are referring to. However, legally we can't stop it from happening which is a shame. Ticketmaster are a separate company to us I'm afraid so we can't speak for them. We can add you to a waiting list in case anymore tickets become available?

Regards,

Box Office



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**From:** [redacted]  
**Sent:** 04 September 2015 10:07  
**To:** CIA Box Office  
**Subject:** Complaint

Hi,

I have just tried to buy two tickets to Mumford and Sons on December 5<sup>th</sup>. These went on venue sale yesterday, and general public sale via Ticketmaster at 9am this morning. I was on the Ticketmaster website at 9am but there were no tickets available at all. Instead there is a link to a Ticketmaster affiliated site where you can buy tickets being on-sold by the general public. There are hundreds of tickets available on this site, for at least three times the face value, and even up to ten times the face value.

So clearly, a significant number of tickets have been bought already (presumably yesterday) with the sole intention of being sold on at a profit.

I assume that you're aware that this practice takes place so I just wanted to ask what your opinion of it was. Do you think this is acceptable? Would you not prefer to sell your tickets to genuine fans rather than profit mongers?

I look forward with interest to your response.

Regards,

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