



ticketing mailbox <ticketing@culture.gov.uk>

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## Consumer Protection Measures in the Secondary Ticketing Market

2 messages

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6 November 2015 at 10:24

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

Dear Professor Waterson

I've been paying close attention to the Consumer Protection Measures in the Secondary Ticketing Market and I'm extremely pleased that the Government is finally taking a stance against touting.

First of all, thank you for listening to our views and finally getting something done about this. This could be a real change to the industry and hopefully we can all get together and actually make sure that money goes to the right places - to the bands, venues and 'official' ticket resellers. Not only this, but fans won't be ripped off from seeing their favourite bands.

### Buying tickets

Part of the reasons why I love Glastonbury Festival is how you have to be registered with a photo. This ensures that only 'true fans' and those who enjoy music get a hold of a ticket. Not only does this rule out touting before the event, but also ensures that the event is only attended by those who really want to be there. This maximises the atmosphere and eventually makes the night a much better one.

I'm also a big fan of e-tickets, especially websites such as Dice.fm. Radiohead also introduced such measures on their last tour, which I feel is something that should be addressed by more bands. Other artists and event organisers introduce means such as having to present your debit/credit card alongside your ticket upon arrival of the event. Thanks to this I have been able to see artists such as Paul McCartney and Muse in small, exclusive venues. If tickets to these gigs were offered to all, unfortunately tickets would have been sold for hundreds and thousands of pounds thanks to touts.

### Reselling tickets

I have been a massive fan of the music community who resell tickets via social media, Scarlet Mist, Twickets. We need to rule out other sites such as GetMeIn or Viagogo, or Gumtree, where people sell tickets for a profit, defrauding fans. This is immoral. Some sites are even owned by ticket sellers such as Ticketmaster and Seetickets - how the two biggest ticket sellers can allow this is a disgrace.

Not all fans can be around at the time of a concert going on sale, or maybe not afford it at the time. Unfortunately these fans are then ruled out of seeing their favourite bands unless of forking out 5 x the sale price or by having extreme luck of loyal people putting tickets on a marketplace not for profit.

This is something I feel very passionate about and I feel like I could go on listing reasons and causes forever. Addressing both of these things will add protections not only to consumers but also to the strong musical heritage the UK has grown over the past hundred years. This is something we need to keep going, and with times changing and the internet evolving something must be done. The live music scene is bigger than ever and this is something we need to be proud of. The government need to take a stand and finally do something to stop touting.

Thank you very much,

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6 November 2015 at 10:40

To: "sajid.javid.mp@parliament.uk" <sajid.javid.mp@parliament.uk>

Hello Mr Javid,

I just wanted to put across my views as below for the Consumer Protection Measures in the Secondary Ticketing Market.

I've lived in Bromsgrove all my life and voted Conservative. The event and music industry is something I feel very passionate about and I know I'm not alone on the matter.

Unfortunately I came across this article in The Mirror in which you seem to approve touting. I would like to know if you still believe in this?

<http://www.mirror.co.uk/news/uk-news/millionaire-culture-secretary-has-no-5113939>

Hopefully when this measure comes into action, we will also have your backing.

I look forward to hearing from you soon.

Kind Regards,

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**From:** ..  
**Sent:** 06 November 2015 10:24  
**To:** [ticketing@culture.gov.uk](mailto:ticketing@culture.gov.uk)  
**Subject:** Consumer Protection Measures in the Secondary Ticketing Market

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