



ticketing mailbox <ticketing@culture.gov.uk>

Secondary ticketing sites

1 message

18 November 2015 at 21:58

To: ticketing@culture.gov.uk

My experience has been mixed on these sites. But generally frustrating.

Unofficial scam sites look attractive because of ticket reseller costs

I once bought tickets from an unofficial reseller that had an physical contact address and email and looked legitimate. I should have known because the prices were too reasonable. The tickets never arrived and all communication was ignored but I managed to get my money back only because I tracked down the company that was hosting the website and sent an email to the hosting server and told them about the fraudulent activity and encouraged them to shut the site down (at the same time I cc'd the ticketing site so they were fully aware of my actions). I got an email back from the ticketing site immediately stating that I would get a full refund and it did happen.

Ticket resellers already have tickets at sale launch

Generally I have found that official ticket sales get sold out in minutes and they have redirect links to the secondary sites that already have tickets listed at inflated prices. This shouldn't be possible but I've been told by someone who works in the music industry that large batches of tickets are given to music affiliates who do what they want with them.

Official ticket sellers want you to transact even if they don't have tickets

What is frustrating is that even well after the release date if there are no tickets available then Ticketmaster or LiveNation should make this clear rather than have you go through the ticket selection process and put in the random text generator (that proves you are a human) to only be told that there are no available tickets and be given a link to the secondary sellers. What relationship does the secondary seller have with the official ticket seller?

The additional costs on top of the ticket mark up

I have bought from a secondary ticket seller where the markup was very minimal (£5 per ticket for the cheapest ticket available about £35) and I assume the seller was genuinely wanting to offload the ticket. However with the commission to the ticket reseller (about 19% of the ticket cost) and the compulsory £10 courier charge (where the original venue charged £2.50) it got expensive fast. My calculation is that the total £10 face value markup on two tickets actually ended up as a 45% increase when compared to buying direct from the official agent. I am not sure if the seller has to pay a commission as well? If so, then that would be extreme profiteering rather than a free market service.

Ticket reseller service

The positive was that when the concert was cancelled the service was professional and prompt. I got a customer email response back within 24 hours and then a general official email in case of rescheduling or cancellation. When it was confirmed as cancelled I got the full refund for all costs instantly.

Affect on fans who are priced out of concerts

I went to see Madonna at Wembley in 2008 and it was billed as a sold out show and I could only get the worst tickets through an official seller far in advance of the

concert. When I went there about 50% of the best seats were empty and maybe about 20% of the pitch was empty. The worst seats were at capacity. It was really disappointing for the atmosphere.

Buying official tickets in other countries is much easier

Having lived in Australia and NZ I've not had this much frustration with buying official tickets and it actually puts you off going to events here in the UK.

Generally there is no event that I want to see that that warrants such extortionate prices. While we could spend the money we choose not to because the money doesn't go to the right people (the artists). We have actually found it far easier and more fun to buy tickets overseas and have travelled to Brussels and Paris to see concerts and have a mini vacation rather than see international acts that sell out in London.

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Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms

1 message

19 November 2015 at 20:44

To: ticketing@culture.gov.uk

Hello

I have very recently tried to purchase tickets to see Mumford and sons at Glasgow SSE Hydro venue via the Ticketmaster website. Tickets went on sale at a specified time in the morning. I was aware of high demand for the tickets and was online on the website prior to the sale time. Despite being prepared the specific tickets sold out quickly and I couldn't purchase any. I was however immediately given the option to go to Ticketmaster's sister website where resale tickets can be purchased. Minutes after the initial sale started, various tickets were already for sale for the same concert including specific tickets I wished to purchase with an inflated cost and unreasonable admin fees.

I have since been looking elsewhere for the tickets and predictable there are several websites offering tickets for sale for massively inflated costs and clearly bulk tickets have been purchased for this reason alone. An example would be on gumtree where one seller has various types of tickets and in quantity for the concert.

This is not the first experience I've had regarding this sort of selling and the resale sites appear to me to be in on it as well.

Kind regards

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Evidence

1 message

20 November 2015 at 20:21

To: ticketing@culture.gov.uk

I am a customer who likes to go to see bands and sports

Primary ticket sellers e.g. Wimbledon, Kate bush try to ensure tickets go to real fans but end up making overly restrictive rules

E..g we wanted to go Prince .a friend offered to try to get tickets for us in the internet but that would have been useless as just like Kate bush the primary purchaser would have to turn up for the gig with iD to get in.

But I do not blame the primary sites. They are just trying to block the secondary sites who are mere touts from nabbing all then tickets

It is clear that many of these companies are using bots to Nick tickets before genuine fans can get them and then put them in sale immediately at inflated prices. please put REAL FANS at the heart of your consultation not mealy mouthed process.

Tickets are being diverted from primary sites on an industrial scale. We are being fleeced.

Please stop it

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Ticketing2 messages

20 November 2015 at 12:55

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I have just tried to get tickets for a boxing card next February. Within 5 mins of general launch, stubhub was already full of tickets at least 4 times the face value. This is even more outrageous when that the main promoter Eddie Hearn and Mathroom boxing have an exclusive sponsorship with stubhub. All these websites do is enable ticket touts to legally abuse the real fans.

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,

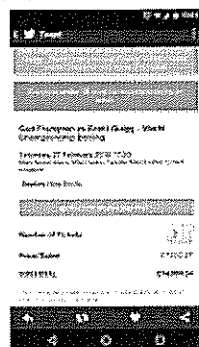
20 November 2015 at 13:04

To: ticketing@culture.gov.uk

Hello again here is an image of what is being priced on stubhub for tickets at the moment. These tickets are around £800 face value usually. £14,000 for tickets how and why do you let's this go on?

Thanks

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