



ticketing mailbox <ticketing@culture.gov.uk>

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## IRB/HSBC Sevens Rugby Cape Town 2015

1 message

19 November 2015 at 09:43

To: ticketing@culture.gov.uk

Dear Sir or Madam, in response to your request for submissions ,

i attach a recent observation & recommendations.

Yours sincerely,

- . . . .

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### 2 attachments

 **Submission to the Enquiry on Primary.docx**  
16K

 **VIAGOGO INV..pdf**  
213K

144

Submission to the Enquiry on Primary & Secondary Ticket Sellers.

Date; November 19<sup>th</sup> 2015 .W. Cape RSA.

Having placed an order for tickets on 16<sup>th</sup> October, to the Rugby Sevens in Cape Town on 12<sup>th</sup>&13<sup>th</sup> December,

And what appears to be pair of "genuine tickets" received I make the following recommendations;

- 1) Secondary sellers should not be allowed to offer event tickets before they are available to the "general public" through other channels eg. From the venue, or from local ticket organizations.. At the time I ordered & paid for tickets they were not available from other sources, thereby creating the impression that ,in this case VIAGOGO were the "appointed agents",. This is NOT the case, as the local ticket agency COMPUTICKET ,well known to South Africans later had the same tickets for sale at R100.
- 2) The Website price (R180) should have the "face value" of the ticket (R100) alongside and NOT hidden away in the small print or mentioned in "legalese" or difficult to understand wording. Although in the example given the VIAGOGO "price" is only 10% higher than the face value, there is a sense of consumer exploitation in the transaction
- 3) A 15% "Booking fee" is questionable if a 10% profit on the sale of the ticket has already been 'invoiced.
- 4) VIAGOGO additionally charged a "Shipping Fee" or R155. Or 43% of the total price paid. The tickets were issued by COMPUTICKET and NOT by VIAGOGO, and were in the name of MR Vinesh Reddy(//??) and not MY name. Delivery was by a local Courier Company, Citi Sprint,
- 5) So all Viagogo did was get a local firm and ticket agent to carry out the work .
- 6) This above practice should be curtailed and all tickets offered should bear the name of the person who paid for them.

Summary;

Having looked into the matter and read the volume of adverse comments on various websites the activities of secondary sellers needs curtailing.

VIAGOGO may be one of the better sellers, but I caution reputable organizations e.g. IRB ,HSBC from

Forming partnerships with them ,especially as the RFU(English Rugby Union) instituted a class action over tickets for certain tournaments .around the RWC(Rugby World Cup) .

Brett Hoberman should be summoned to give a verbal submission to the activities of Viagogo to the Commission

Signed;

19<sup>th</sup> November 2015

9484a

Order ID:

Order Placed: 16/10/2015

## Cape Town Sevens Rugby - Saturday

2 TICKETS

Saturday, 12 December 2015 10:00  
Cape Town Stadium, Cape Town, South Africa

Section: Category 5

Price/Ticket	R180
Number of Tickets	x 2
Subtotal	R360
Booking Fee	R54
Shipping	R155
<b>TOTAL PRICE</b>	<b>R569</b>

### Delivery Method

CitiSprint - Courier Service

### Payment Method

Credit or Debit Card

### Delivery Address

944b