



ticketing mailbox <ticketing@culture.gov.uk>

Ticket prices

1 message

20 November 2015 at 19:33

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

Hi,

I don't understand how ticket prices should be inflated when selling on. People who want to go to gigs should want to go to them, and that is the Price set by seller/promoter/artist. Not a reseller who wants to gain.

Music should be for those who want to appreciate it, not for those who want to make profit from it. People should have integrity.

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ticketing mailbox <ticketing@culture.gov.uk>

ticket resale market1 message

20 November 2015 at 22:16

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

Hello,

Please find below a conversation I had with StubHub regarding an event I was unable to purchase tickets for. I did not receive a further reply to my last message and was not satisfied with their response. I find myself in this position every time a 'big' event goes on sale. It is so frustrating that a genuine music fan cannot buy a ticket for something they want to go to, and do not understand why the government cannot do something about it. It would be easy to change, all that needs to be done is either to allow refunds on tickets or to set a price change of say 10% if people really want to sell their tickets.

Kind regards

From.**Sent:** 15 November 2013 16:07**Subject:** RE: Tickets

Hi

Thank you for your reply to my message.

Yes I am aware that fans price the tickets themselves, and this is exactly the reason why your site is getting abused by ticket touts. What real fan of a band would be asking over £200 for a ticket they just purchased for £50?? They are clearly buying them to make a

profit.

I have read on some ticket terms and conditions that reselling of tickets is basically not allowed by promoters and venues, yet obviously people are reselling them, it makes no difference if it's on a site with controls in place to 'protect fans.'

I'm certainly not having a go at yourself, but I have had this experience with buying tickets too many times now and just think that companies like StubHub should only allow sellers to price tickets at the value that they were bought at! I don't understand why that is so hard to do? I feel very strongly about secondary ticketing and find it hard to process that in the UK the resale of football tickets is illegal... so why aren't concert and event tickets?

I would just like to make your company aware again that I believe the service they provide to be dismissive of any genuine fans or music, sport or any other entertainment.

Many Thanks

> Date: Fri, 15 Nov 2013 07:44:25 -0700
> From: service@stubhub.co.uk
> To
> Subject: Re: Tickets
>
> Dear
>
> Thank you for contacting StubHub. I would be glad to answer you concerns
> regarding StubHub.
>
> As we are an online marketplace for fans to buy and sell tickets we do
> not own any of the tickets on StubHub and they are priced by other fans
> like yourself. What we actually do is coordinate payment and delivery of
> tickets.
>
> Yes we are a partner of o2 and what they help us do is; tickets being
> sold for events in the o2 are regenerated for the seller to just print
> off instead of us sending by UPS. This means buyers like yourself can

> purchase and print your ticket instantly without the hassle of shipping
> the tickets.
>
> We also have our FanProtect in place to provide security for both the
> buyers and sellers which would otherwise not be available through ebay,
> craigslist etc and especially not touts on the street.
>
> Please find below a link to our FanProtect Guarantee.
>
> <http://www.stubhub.co.uk/guarantee/>
>
> If you have any further questions, please feel free to contact us. You
> can chat with us live now, phone us at 1-866-788-2482 or email back.
> Please note Chat is not available on mobile devices.
>
> Sincerely,
>
> i
> StubHub UK Customer Service
> Daily: 9:00-21:00 UK time
> 0800.358.8585
> Service@StubHub.co.uk
> www.StubHub.co.uk
>
> £
>
>
>
> Original Message Follows:
> -----
>
> F:
> To: service@stubhub.co.uk
>
> Tickets
>

> Contact Details

>

>

>

> Referral

> Page:<http://www.stubhub.co.uk/mcbusted-tickets/mcbusted-london-the-o2-25>

>

>

> I was not surprised to see that within 30 mins of tickets going on sale
> for McBusted at the o2 Arena that over 200 tickets are available to buy
> on your site at a totally ridiculous price. I personally find it hard to
> believe that all these tickets are being resold for genuine reasons as
> they have just gone on sale! I'm disgusted at the fact that you and
> other similar sites allow people to charge the prices that they do. I've
> also noticed that StubHub is the official resale partner of the o2, so
> in reality the o2 are receiving even more money! This means myself and
> loads of other genuine fans cannot purchase tickets for this particular
> concert. Something has to be done about the level of pricing allowed on
> ticket resale sites. I think the service that you provide is left to get
> abused by ticket touts and those who just want to make some quick cash.
> You should have stricter rules on the way people list tickets. I hope
> that at least someone actually takes notice of this message. Thank you.

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