



ticketing mailbox <ticketing@culture.gov.uk>

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## Disgrace

1 message

20 November 2015 at 14:05

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

It is an absolute disgrace that individuals and ticketing websites are allowed to purchase tickets to events purely for resale at excessive prices.

Tickets should have either photo ID of the individual who is attending the event or at least their name on it to avoid this.

This practice completely ruins events for true fans or people who want to attend the events and means touts make huge profits at the expense of true fans.

There is a very simple remedy to this with photos or names printed on the tickets yet no action is ever taken on this.

Regards

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**ELO tickets from Ticketmaster**

1 message

20 November 2015 at 13:26

Reply-To: Paul Campbell <campbell.paul@talk21.com>  
To: "ticketing@culture.gov.uk" <ticketing@culture.gov.uk>

Dear Sir

With regard to your call for evidence regarding:

Information on the relationship and dynamics between the primary and secondary markets and on how and when tickets come to be available on the secondary market after being launched on the primary market.

On the 13th November 2015 I attempted to purchase tickets from Ticketmaster for ELO concerts nationwide. Having logged on to the website minutes before the release time of 9.00am I expected to have access to some seats.

However, all venues did not show any availability until 9.05am. Once a venue and ticket price was selected it then showed no seats were available at that price. Numerous ticket prices and venues were tried. By 9.08am all venues had no tickets available but an option to buy them from a re-seller became available. This reseller is part of Ticketmaster.

The suspicion on my part is that Ticketmaster allocated all public tickets to their own reseller in order to obtain better profit from a likely sell out tour. The general public sale was therefore a sham.

I would be grateful if you could enquire about this practice.

Sincerely

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Department  
for Culture  
Media & Sport

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## Event Ticketing is a fiasco

1 message

20 November 2015 at 16:07

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

Hi, this morning I was looking at getting tickets to the Carl Frampton vs Scott Quigg boxing match at the Manchester Arena for February 27th next year. I and many others have had the same experiences as fans of sport, music, and other live events, in that tickets that sell out quickly are immediately found at a markup on secondary sites. Its simply not possible for a fan to have bought a ticket only to find out 15 minutes later that they can't attend. These secondary sites are robbing fans or pricing them out of shows, and the extra money charges isnt even going to the artists or performers.

Investigations by Channel 4 and a number of other consumer watchdogs have shown that secondary sites participate in large scale reselling which has nothing to do with individual fans wanting to sell their ticket onto another fan. Regulation will help make these sites fairer and more transparent.

Please regulate this unfair practice, they're no better than scalpers outside the tube station shouting "Buy or sell!"

thanks

LONGUOII

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for Culture  
Media & Sport

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## Legal touts

1 message

20 November 2015 at 20:49

To: ticketing@culture.gov.uk

It is ridiculous that these big companies can domineer, ticket prices, the venues don't even sell them, all power is immediately in their hands. You either have to pay a yearly subscription, to a fan site, of a band you like, and get pre sales, or like me are a member of a fans group which sell on spare tickets at face value. I fortunately got tickets for a U2 gig recently this way, whereas, the big "legalised tout" here in UK was selling tickets of the same grade, for ten times what I paid! I don't see why this happens these companies are not promoters anymore in this media age, some people blame the artists, but they are not pricing the tickets. A lot of true fans of music are missing great gigs because of this, please someone do something about this.

