



20 November 2015

Professor Michael Waterson
Professor of Economics
University of Warwick
Coventry
CV4 7AL

By Post & Email: ticketing@culture.gov.uk

Dear Professor Waterson,

As part of the consultation process on secondary ticketing, I am writing to request a meeting with you.

I participated fully in the debates in the House of Lords which led to Government accepting the principles behind the amendments I tabled in Committee. Central to this work was the proposal for an independently chaired review to be incorporated on the face of the Act. I very much welcome your appointment.

I am sure you will have read the relevant minutes of the debates in both Houses and have had sight of all the documents referred to during our deliberations.

The workings of the secondary market was seen by many in the House of Lords to be at worst a rigged market and at best a distorted market through the use of modern computer software; unavailable to members of the general public who look to buy tickets directly from the secondary market online. The operation of the market therefore creates significant distortions to the exclusive benefit of the secondary marketeers and not, for example, the event organisers, fans, musicians, sportsmen and women.

Consideration of the attached Viagogo Seller Team Manual demonstrates some of the ways in which the secondary ticket market is constructed to the disadvantage of the general public.

When we meet I would like to discuss:

- The reasons why the current legislation can only be considered a first step in rectifying market distortions and the ways in which the lead players in the market are evading the law.
- The need for greater transparency on the face of tickets and the need for a unique ticket reference. On September 15, 2015, the Government confirmed that it was seeking clarification from the European Commission on its interpretation of the Consumer Rights Directive on this issue. This is critical and the response has yet to be made public. I would be happy to share the research I undertook when we meet.

- The need for, and relevance of, a legal definition of the difference between traders and consumers.
- Inter alia, the experience of the Olympic & Paralympic Games 2012; Glastonbury, the Rugby World Cup and the importance of event organisers being proactive in ticket management.
- The role of enforcement.

I look forward to hearing from you and wish you and your colleagues every success with this assignment.

Yours sincerely,

Colin Moynihan