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**From:**  
**Sent:** 23 October 2015 20:11  
**To:** WINTERTON, Rosie  
**Subject:** Urgent: Please help me protect my ticket rights!

Dear Rosie Winterton MP,

Following the announcement of the review on the secondary ticket market I am writing to you to help me, as a constituent, protect my ticket rights.

Under the Consumer Rights Act, it is now incredibly difficult for me to sell my tickets online on reputable ticket websites. If I do this without permission from the event organiser, they could cancel my ticket and possibly blacklist me from all future events. This is unfair, and a total abuse of their power.

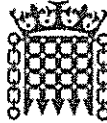
Your colleagues in DCMS are arguing that this won't be possible, as any terms and conditions allowing for cancellation and blacklisting would be struck down as unfair terms. This has not been the case, however, and fans are finding their tickets cancelled – all for the 'crime' of trying to sell them for events which they can no longer attend.

To stop this, I am calling on you to tell the review chair, Professor Michael Waterson, to recommend repealing the secondary ticket market provisions of the Consumer Rights Act. Professor Waterson should instead be focusing on how event organisers are holding tickets back from the primary market to artificially inflate prices, and how touts are using computer software to buy up huge swathes of tickets.

Professor Waterson can be reached via email, at [ticketing@culture.gov.uk](mailto:ticketing@culture.gov.uk). By letting him know the strength of feeling on this issue, you will be doing a great service for all fans of live events in your constituency.

Yours sincerely,

**Rt Hon Rosie Winterton**  
*Member of Parliament for Doncaster Central*



**HOUSE OF COMMONS**

LONDON SW1A 0AA

Call for Evidence Co-ordinator  
Department for Culture, Media and Sport  
100 Parliament Street  
LONDON SW1A 2BQ

Ref RW/AB

28 October 2015

Dear Mr Jenkins

Please find enclosed an email dated 23 October which I have received from my above constituent. As you will see from this correspondence Mr White is a consumer who wishes to be able to sell tickets online.

Mr White has outlined his concerns in relation to the secondary ticket market. I have advised Mr White that I am forwarding his correspondence on to you so that you may take his comments into account as part of the review into this issue.

Yours sincerely,

**Rt Hon Rosie Winterton**  
**MP for Doncaster Central**

Enc.

Jenny Chapman MP  
Member of Parliament for Darlington



HOUSE OF COMMONS  
LONDON SW1A 0AA

Mr John Whittingdale MP  
Secretary of State for Culture, Media and Sport  
Department for Culture, Media & Sport  
100 Parliament Street  
London  
SW1A 2BQ

Our ref: DA6897

09 November 2015

Dear John,

A number of my constituents have contacted me about the review of the secondary ticket market.

My constituents tell me that under the Consumer Rights Act it is now incredibly difficult for them to sell their tickets online on reputable ticket websites. They say that if they do this without permission from the event organiser, their tickets can be cancelled and they may be blacklisted from all future events. They say they find this unfair and a total abuse of the power of organisers.

They say they have been told that this is not possible, as any terms and conditions allowing for cancellation and blacklisting would be struck down as unfair terms. They say that this has not been the case in practice, however, and that fans are finding their tickets cancelled – all for the 'crime' of trying to sell them for events which they can no longer attend.

They are asking for the secondary ticket market provisions of the Consumer Rights Act to be repealed, and instead for action to be taken regarding event organisers holding tickets back from the primary market to artificially inflate prices, and on touts using computer software to buy up huge swathes of tickets.

I would be grateful for your comments, in a letter which I can copy to my constituents, and for anything you can do to ensure that the concerns of my constituents are considered during the review of the secondary ticket market.

Yours sincerely,

 Jenny Chapman MP

40a Coniscliffe Road, Darlington DL3 7RG Tel: 01325 382345  
Email: [jenny.chapman.mp@parliament.uk](mailto:jenny.chapman.mp@parliament.uk)

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**From:**  
**Sent:** 23 October 2015 16:14  
**To:**  
**Subject:** Urgent: Please help me protect my ticket rights!

Dear Louise Ellman MP,

Following the announcement of the review on the secondary ticket market I am writing to you to help me, as a constituent, protect my ticket rights.

Under the Consumer Rights Act, it is now incredibly difficult for me to sell my tickets online on reputable ticket websites. If I do this without permission from the event organiser, they could cancel my ticket and possibly blacklist me from all future events. This is unfair, and a total abuse of their power.

Your colleagues in DCMS are arguing that this won't be possible, as any terms and conditions allowing for cancellation and blacklisting would be struck down as unfair terms. This has not been the case, however, and fans are finding their tickets cancelled – all for the 'crime' of trying to sell them for events which they can no longer attend.

To stop this, I am calling on you to tell the review chair, Professor Michael Waterson, to recommend repealing the secondary ticket market provisions of the Consumer Rights Act. Professor Waterson should instead be focusing on how event organisers are holding tickets back from the primary market to artificially inflate prices, and how touts are using computer software to buy up huge swathes of tickets.

Professor Waterson can be reached via email, at [ticketing@culture.gov.uk](mailto:ticketing@culture.gov.uk). By letting him know the strength of feeling on this issue, you will be doing a great service for all fans of live events in your constituency.

Yours sincerely,

LOUISE ELLMAN MP  
LABOUR/CO-OPERATIVE MEMBER OF PARLIAMENT FOR LIVERPOOL RIVERSIDE



HOUSE OF COMMONS  
LONDON SW1A 0AA

Monday, 16 November 2015

John Whittingdale MP  
Secretary of state for culture media and sport  
100 Parliament Street  
London, SW1A 2BQ

Our reference: HoC/SKP

Dear John

I enclose a copy of correspondence I have received from a constituent who would like to see a review into the secondary ticket marker to improve consumer rights.

I would appreciate your views.

Best wishes

Louise Ellman

SERVING THE CONSTITUENTS OF LIVERPOOL RIVERSIDE  
Telephone: 0207 219 5210 (Westminster Office) 0151 236 2969 (Liverpool Office)  
Fax: 0151 236 4301 (Liverpool Office)  
www.louiseellman.co.uk E-Mail: louise.ellman.mp@parliament.uk

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**From:** KANE, Mike  
**Sent:** 26 October 2015 12:23  
**To:**  
**Subject:** FW: Urgent. please help me protect my ticket rights!  
**Categories:** Pending

With best wishes

Mike Kane MP (Wythenshawe & Sale East)  
Tel: 0161 275 4444

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 23 October 2015 20:19  
**To:** KANE, Mike  
**Subject:** Urgent: Please help me protect my ticket rights!

Dear Mike Kane MP,

Following the announcement of the review on the secondary ticket market I am writing to you to help me, as a constituent, protect my ticket rights.

Under the Consumer Rights Act, it is now incredibly difficult for me to sell my tickets online on reputable ticket websites. If I do this without permission from the event organiser, they could cancel my ticket and possibly blacklist me from all future events. This is unfair, and a total abuse of their power.

Your colleagues in DCMS are arguing that this won't be possible, as any terms and conditions allowing for cancellation and blacklisting would be struck down as unfair terms. This has not been the case, however, and fans are finding their tickets cancelled – all for the 'crime' of trying to sell them for events which they can no longer attend.

To stop this, I am calling on you to tell the review chair, Professor Michael Waterson, to recommend repealing the secondary ticket market provisions of the Consumer Rights Act. Professor Waterson should instead be focusing on how event organisers are holding tickets back from the primary market to artificially inflate prices, and how touts are using computer software to buy up huge swathes of tickets.

Professor Waterson can be reached via email, at [ticketing@culture.gov.uk](mailto:ticketing@culture.gov.uk). By letting him know the strength of feeling on this issue, you will be doing a great service for all fans of live events in your constituency.

Yours sincerely,



HOUSE OF COMMONS  
LONDON SW1A 0AA

Rt Hon John Whittingdale MP  
Secretary of State  
Department For Culture, Media And Sport  
100 Parliament Street  
London  
SW1A 2BQ

Our Ref: MK/SER/DRIN01009/01154610

01 December 2015

Dear John

**Re: Ticket resales online.**

Please find enclosed an example of correspondence I have received from a number of my constituents.

I would be grateful if you would respond to the points made by my constituents.

Yours sincerely

Mike Kane  
MP for Wythenshawe and Sale East

**Mike Kane MP**  
*Supporting the communities of Wythenshawe & Sale East*  
Constituency Office: Tel 0161 499 7900 Fax 0161 499 7911  
Email : [mike.kane.mp@parliament.uk](mailto:mike.kane.mp@parliament.uk)