



Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing reselling

1 message

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18 November 2015 at 11:59

To: ticketing@culture.gov.uk

Hi

I've never done this before but appreciate the opportunity to comment.

I totally agree that the reselling practices currently allowed are a disgrace. Everyone I know feels the same. Please do something about it. So many people are not able to go to events anymore and organisations like Ticketmaster and others ought to be ashamed of themselves and made to get some moral values.

Please protect the public!

Thanks





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing Review

1 message

16 November 2015 at 19:40

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

Dear Sirs

We have organised a number of large-scale events at which The Dalai Lama has given talks to the public. These have been held at the SECC In Glasgow, the Nottingham Arena, Manchester Arena and most recently at the O2 in London. At some of these venues we have tried to offer a number of seats completely free of charge. In every case, we have found them being sold almost immediately on the resale sites at prices higher than many of the paid for ticket levels.

This was especially noticeable at our event in Manchester, and continued to happen in spite of representations from the official venue box office.

Regards

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing sales Rip-off Britain

1 message

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16 November 2015 at 19:54

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

I would like to comment on a recent experience when trying to buy tickets for a high profile concert. My experience is common to virtually anyone who tries to purchase tickets for a popular event.

Tickets for Jeff Lyn ELO went on sale at 0900 - by 0910 they were all sold. However by going on to a secondary ticketing websites at 0910 (including those owned by the primary ticket seller - ticketmaster) I could purchase tickets for any arena and any face value ticket. Except that I would have to pay a minimum of twice the face value and in some cases up to 10 times the face value!! This is a disgrace, secondary ticket sites were envisaged to be a place where people who had bought tickets but then couldn't attend had a platform to sell on their tickets. Unfortunately what they are is another example of a rip-off British culture that we have developed. These are not just greedy individuals but organised groups that buy up tickets and sell on immediately for vast profits. Ripping off genuine fans and lining the pockets of ticket master and other ticket promoters.

At one arena the Glasgow SSE tickets were sold out immediately but i could purchase what they called platinum tickets. This link took me to a secondary selling site! I found 1 ticket available on there for £1500, the most expensive VIP package was £200 face value. Even the venues are ripping off fans.

This Government needs to sort this out. It is legalised touting, it's very well organised and the losers are the fans and the performers.





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing Scam

1 message

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18 November 2015 at 13:12

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

Dear Sirs,

Please take steps to ban these businesses. More authorised face value ticket sales companies is what,s drastically required, no-one should have to buy tickets from these people. A very real problem is not just the overpriced tickets being sold by 'legitimate' companies, like Stub Hub etc but the emergence of fake online sites who simply steal your money and fail to send the tickets, the very existence of one type of un-authorised ticking site allows the emergence of these illegal sites. Just this year I fell victim to a very slick, well marketed, well reviewed (by them-selves) online site call Circle Tickets. I wasn't the only one, hundreds possibly thousands of people were ripped off by this company; they are only allowed to exist due to lack of control and legislation across the whole ticketing industry.  
STOP THIS NOW, PLEASE!!!!

Yours sincerely

Sent from my iPad







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 21:39

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Yours faithfully,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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15 November 2015 at 19:39

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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Thank you very much,





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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13 November 2015 at 10:46

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 11:03

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

Dear Professor Waterson,

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I personally go to a lot of gigs, sometimes more than 1 a week & buy tickets through the ticketing sites on the internet.

However it is getting harder & harder for real fans to buy tickets.

Even when buying on the day they go on sale sometimes it is impossible.

I tried to buy AC/DC tickets at 9am on the day they went on sale on a couple of the ticket sites but within 30 seconds of sale opening the main sites were saying sold out.

At the same time main Ticketmaster site was directing me to secondary site Get me in ( also owned by Ticketmaster) where they had 1200 tickets for sale at 10 times the face value.

This is unfair & definitely not fans selling unwanted tickets as this was only 30 seconds into the sale.

It is legalised ticket touting nothing more nothing less & needs to be addressed for the good of the industry.

This is not a one off as I have many friends who all have similar stories about these sites.

Even if they had to display the original names of the buyer on the ticket it may cut down on the companies scooping up the tickets before the sale which is what many suspect is happening.

Please use this opportunity to tighten the regulations for the benefit of everyone.

11/18/2015

Department for Culture Media & Sport Mail - Ticketing

Sent from my iPad

827





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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16 November 2015 at 18:15

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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12 November 2015 at 14:46

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

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Thank you very much.





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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13 November 2015 at 15:40

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 13:26

To: ticketing@culture.gov.uk

Dear Professor Waterson,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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Thank you very much,

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 12:32

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

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1784



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 17:31

to: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

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Thank you very much,

Sent from my iPad

115



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 17:58

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

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Thank you very much,







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 09:56

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever. I accept that there may be an argument that with the very high administration, delivery and credit card charges often made by ticketing agencies, selling tickets at apparent face value may in fact mean selling at a loss; however, I see no reason why a cap on how much above face value tickets can be sold at, say 100%, could not be introduced. This may not entirely solve the problem of tickets being bought specifically to be resold, but it would at least reduce the attraction and profitability of doing so.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,



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11/18/2015

Department for Culture Media & Sport Mail - Ticketing

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 13:49

To: ticketing@culture.gov.uk

Dear Professor Waterson

Too many times have I gone online to purchase tickets to see my favourite very talented musical acts only to find the tickets sold out in a matter of minutes.

The most recent case was when I tried to get tickets to ELO for a London show

In April 2016. Tickets appeared within minutes on resale websites (even ticket master have one). The price was 10 times the original price. Jeff Lynn won't make any more profit - the talent. The O2 won't make any more to keep the venue at its best. No, some slimy reseller will be making £900 profit for the resell of one single ticket.

It is disgusting. Artists will stop gigging, because real fans won't pay the inflated prices. Who is really going to miss out if the law stops this insanity.

Please do the right thing and ban this practice.

Thank you very much.





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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To: ticketing@culture.gov.uk

17 November 2015 at 22:16

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 15:22

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

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Thank you very much,

490







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 19:58

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Thank you very much,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 08:25

To: ticketing@culture.gov.uk

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Thank you very much,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 14:39

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

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 20:02

To: ticketing@culture.gov.uk

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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to: ticketing@culture.gov.uk

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Thank you very much,

S





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 19:28

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

867  
~~87~~



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 04:42

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I remember the good old days of queuing up outside Virgin, HMV or your favourite record shop just to get a chance for tickets. If you didn't get them at least you knew it was in a fair way, that genuine fans were going and it was not because of company profitability.

You may or may not know that Glasgow is a UNESCO City of music and suffers because of this touting also. I personally was affected by this when I wanted to see a band called Faith No More, i have waited 25 years to see them, only to be denied by these big companies hoovering up the tickets and selling them at 5 x the face value! Do you think that this is acceptable?

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

If you want tips on how to stop ticket reselling, ask the band Muse about their ticketless events, it's easy to use and prevents touting.

Thank you very much,





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 09:27

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

London

Sent from my iPhone

500





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing

1 message

13 November 2015 at 12:58

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Cambridge

51.



Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing

1 message

17 November 2015 at 19:57

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

Dear Professor Waterson,

I have many personal experiences of being affected by this practice and I strongly object to it.

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much

Blairadam

11/18/2015

Department for Culture Media & Sport Mail - Ticketing

Newburn Riverside  
Newcastle upon Tyne  
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h: /

This email may contain legally privileged and/or confidential information and is for the use of the addressee only. If you are not the addressee, you may not disclose or use information it contains. If you received this e-mail in error, please inform the sender and destroy this message and file attachments immediately

502,



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 20:21

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

London

503



Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing

1 message

12 November 2015 at 17:46

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

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Sent from my Sony Xperia Z1 Compact on O2

504





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 23:56

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much

C

Sent from my iPhone

505



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 15:01

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Napoli





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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13 November 2015 at 11:53

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Bradford

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 14:33

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Oxford

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Sent from myMail app for Android







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 13:28

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Guildford





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 19:39

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Glasgow





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**2 messages

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18 November 2015 at 11:37

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

west lothian

Sent from my HTC

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18 November 2015 at 11:40

To: ticketing@culture.gov.uk

[Quoted text hidden]





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 18:59

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Mirfield

512





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 13:37

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Andover, Hampshire





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 21:54

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Maidstone

Sent from my Samsung device





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 15:40

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever. There have been many times, more so over the last 12 months that I have not been able to purchase (already expensive) tickets for an event I'd love to go to, because one minute after they've gone on sale, they're 'sold out'. Except, they're not really sold out. They've been passed onto secondary ticket agencies who are selling them on for more than double the original price. I have found Ticketmaster to be the biggest culprit of them all in this!! Funny how tickets are sold out on their site but you can buy them on their 'sister/partner sites'. Its disgusting!!!

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

London





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 15:37

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Swansea

Sent from my iPad







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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12 November 2015 at 14:13

To: ticketing@culture.gov.uk

Dear Professor Waterson,

When Twenty One Pilots posted their 2015 tour dates, I was incredibly excited. I had gotten into them a few months prior & had watched videos of their concerts through YouTube, & I knew without a doubt that I wanted to go. The tickets were going to be \$30 &, since I worked at Taco Bell at the time, & made approximately \$200 every two weeks, I knew I would be able to afford it.

On the day that they went on sale, I made sure to bring my debit card to school with me so I could get them right as they went on sale at 10. What I didn't count on, however, were the resellers that had their eye on them as well.

I put my information in as fast as I could, trying to get a general admission ticket, but when I pressed the order button, I received a pop up notification stating that the tickets had been sold out. It was only 10:07.

I tried my luck with a quick Google search to see if some other site was selling them yet, & I found several different sites with twenty one pilots tickets. Relieved, I clicked on the first link, then the second & third, my heart breaking as I read the prices.

Of the three different sites, the lowest price was \$165.

Needless to say, I began to tear up in my classroom, too upset to hold it in.

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

11/18/2015

Department for Culture Media & Sport Mail - Ticketing

517



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 12:37

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 07:46

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Fleetwood

Sent from my Sony Xperia™ smartphone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

---

13 November 2015 at 14:58

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Birmingham

This email has been checked for viruses by Avast antivirus software.

11/18/2015

Department for Culture Media & Sport Mail - Ticketing



[www.avast.com](http://www.avast.com)

520





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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13 November 2015 at 09:37

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Manchester

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

---

## Ticketing

1 message

---

17 November 2015 at 21:12

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Cumbernauld





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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15 November 2015 at 20:29

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Manchester

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

---

16 November 2015 at 08:32

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Maidenhead







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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13 November 2015 at 13:05

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Cambridge

Per 525



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 11:42

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

London

11/18/2015

Department for Culture Media & Sport Mail - Ticketing

925



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 23:29

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Glastonbury

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**Midnight Mango Ltd****W:** v





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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To: ticketing@culture.gov.uk

17 November 2015 at 14:42

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Derby

Cheers,

RR 528





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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To: ticketing@culture.gov.uk

18 November 2015 at 10:49

Hello

I firmly believe that we need to introduce measures to combat the exorbitant rates that these ticketing companies are charging. They are forcing consumers out of the market by purchasing all of the tickets and reselling them at hugely inflated rates. They are stopping families from attending events as the affordable tickets are snapped up by the resellers who add little if any value to the process. It is simply a money making exercise and it is running the event market place.

Kind regards





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 17:03

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Nottingham

Sent from my Samsung device





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 14:24

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

London





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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13 November 2015 at 10:45

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Birmingham







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 14:33

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Oxford

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Sent from myMail app for Android





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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15 November 2015 at 20:34

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

I would particularly like to highlight Ticketmaster as the worst offender. Last week I attempted to buy tickets for The Stone Roses and tickets were appearing on their Get Me In website whilst the General Sale was still in progress. The worst case scenario is they are profiting by reselling tickets themselves, the best case is they are actively promoting reselling of tickets and profiting twice from their sale. Either way I find it amazing that this practice is not being actively prevented.

Thank you very much,

Sent from my iPad





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 13:19

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Huddersfield

Sent from my Samsung Galaxy smartphone.





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 14:49

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Bromsgrove UK

Sent from my iPhone







Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Ticketing

1 message

17 November 2015 at 17:09

To: ticketing@culture.gov.uk

Dear Professor Waterson,

As a big supporter of live music concerts, I would really like to see some changes regarding the availability of tickets to large events.

The current situation where a fan cannot obtain a ticket to an event at face value, and finds it "sold out", but is able to buy at an inflated price from a "secondary" website, is absurd. I have no personal knowledge of the workings behind this situation but I consider it highly probable that people in the industry are acting immorally for their own profit.

Any way to address this problem, without impacting the legitimate need for fans to resell tickets, and without creating impediments to a simple retail transaction, would be very appreciated.

Thank you.

Belvedere, Kent

537



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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17 November 2015 at 21:39

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Glasgow





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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18 November 2015 at 14:26

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

Manchester

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

---

17 November 2015 at 19:19

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

I experienced this only the other day. I applied for tickets to see Coldplay at an intimate Radio 1 gig. I just missed it on tickets which sold out in approximately 5 minutes, only to find a few minutes later then being sold on viagogo for £9000 each! Absolutely disgraceful, and something which should be very much illegal!

Thank you very much,

Lincoln







ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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17 November 2015 at 15:47

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

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

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Thank you very much,

Halifax

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Ticketing**1 message

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12 November 2015 at 14:20

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Yours faithfully,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Ticketing

1 message

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18 November 2015 at 14:44

To: ticketing@culture.gov.uk

Dear Professor Waterson,

I am extremely pleased that the Government is finally looking into the secondary ticketing market, as it has been an area where too many fans such as myself have been ripped off and priced out of the marketplace time and time again.

I have never had anything against genuine fans re-selling their tickets to others who can't go, as I know that real fans do not buy tickets to make a profit, however it is the ticket touts and those seeking to rip-off or defraud fans that have put prices up without any value being added whatsoever.

This is an issue I have cared about for a long time, and have never had the chance to make a difference before, so I am asking you and your team to listen to the voices of the real fans out there, like me, who just want to see the bands, shows and teams that we love. I don't want these events to be only available to those that can afford the huge costs, and I'm certain the bands and artist don't either, so we need real action to put an end to these immoral practices and for the voices of fans to be finally heard.

Thank you very much,

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ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## Tickets sales on the secondary market

1 message

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18 November 2015 at 13:49

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

There is obvious profiteering going on with the resale of event tickets at hugely inflated prices, hundreds of pounds more than face value, just seconds after they have been released to the general public and that event has 'sold out'. It's extremely frustrating for genuine fans not to be able to access events at cost price, or even at all, because someone else is holding them not because they want to attend the event, but because they want to make money on them. My family and I have certainly suffered this eventuality and have had to pay well over the odds to line someone's pocket. We live in the Channel Islands where we do not have fast broadband which makes it high on impossible to get popular tickets as soon as they are released on-line.

We agree with Harvey Goldsmith's idea that the government should legislate that the re-sale cost should not be more than 10% of the face value of the ticket. Get rid of the secondary markets and make it a fair marketplace for the genuine fans.

The information contained in this e-mail and its attachments is confidential and may be the subject of legal, professional or other privilege. It is intended only for the named addressee and may not be disclosed to anyone else without our consent. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. If you are not the intended recipient, please delete this message from your computer systems and notify the sender immediately. The sender does not accept liability for any errors or omissions. The sender has taken measures to minimise the risk of transmitting viruses, however can not accept any liability for any loss or damage caused by software viruses. Any views expressed in this message are those of the individual sender, except where the message states otherwise and the sender is authorised to state them to be the views of any such entity.

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ticketing mailbox <ticketing@culture.gov.uk>

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## Tickets

1 message

18 November 2015 at 10:44

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

Purchaser must have proof of identity when arriving at event.

Resell only at face value in genuine cases where people cannot attend.

Seems simple enough.





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Tickets

1 message

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To: ticketing@culture.gov.uk

18 November 2015 at 14:05

I am very concern at the moment about how tickets are resold at such a high price that most parents are unable to afford. I have teenagers and have recently had to pay way beyond the original price for a concert my daughter wanted to go with her friends. It looks like people are buying tickets and making a business out of it. It needs to be addressed and I am in agreement that tickets that are resold should not be sold beyond the ten percent marker. It leaves genuine people who want to enjoy an event out of the market. Therefore discriminating against those who cannot afford to buy these tickets at ridiculous high prices.

Kind Regards

Sent from my iPhone





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**Tickets**1 message

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18 November 2015 at 11:03

To: ticketing@culture.gov.uk

It should be illegal to re-sell tickets for more than their face value. That would stop people profiteering from secondary ticketing sites.

I wanted tickets for Kate Bush but they all sold out in 5 mins and then appeared at ten times the price on StuHub etc as criminals use 'bot nets' to harvest all the tickets.

If it gets any worse the only people able to attend concerts will be hedge-fund managers rather than ordinary people. The government MUST take action.

Regards,





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**touting enquiry**1 message

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13 November 2015 at 11:07

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

Dear Sir/Madam,

I write to you in relation to ticket touting- an issue that I feel has impacted on me many times as a music fan in the UK.

I attend a lot of concerts- it's my main interest, and I love doing so. During the course of this interest I have continually been frustrated and angered due to the way the industry operates. tickets go on sale at a certain time, I'm ready to buy them, only to be told immediately they are sold out (one minute after onsale time) and for them to be all over secondary 'touting' ticketing websites. How is this even possible? The real concern to me is that the primary ticket sites own these 'touting' sites, so it is not beyond possibility that they funnel lots of their allocation into the touting websites- where they can sell the tickets at inflated prices. I don't believe fans ever get a chance to buy tickets for many shows- the tickets are simply never available at their face value.

One, frankly surreal, example is when I wanted to see Guns N roses in Manchester. I sent a friend to buy my standing ticket from the Arena- they had sold out. I was annoyed but accepted it- I had been slow on the uptake and had missed my chance. A few days before the concert, my same friend had spotted things online suggesting they were giving away tickets for the show in huge numbers- we looked into it, emailed in, and were given two free tickets. We had a choice between standing or the very best seats in the house. Hundreds of others received free tickets. I was given a ticket for a show I had tried to BUY a ticket for but had been told I couldn't! My perception of it is that loads of standing tickets and the best seats were kept back for selling via touting sites, and the demand wasn't there, so, rather than huge empty sections of the Arena they felt the need to give them away in order that this wasn't as obvious.

I also think serious thought needs to be given to on street touting, especially during shows involving children and young people. If you attend Manchester Arena for a show aimed at a younger audience and watch hordes of aggressive men hounding teenage girls for 'spare tickets' and see how uncomfortable they look I think perceptions would change. Why should an 11 year old girl attending a One Direction concert have to put up with grown men bothering her every few minutes regarding buying her ticket from her? To the more vulnerable young people I believe they are often intimidated into selling- indeed I have heard stories of this happening, as well as touts stealing tickets from people's hands, and becoming aggressive with those who won't sell to them. In short, I believe this to be wrong.

Why can ticket re-selling not be restricted? I believe it is for many sporting events- it should be for music concerts. It's not right, and the only people that lose are the fans, while shady and sometimes criminal operations prosper. In Manchester particularly, it is a held view that many of those touting are invested in drug selling at the same time.

A while ago I set up a petition, (link below) and spoke if it on BBC Radio Leeds, regarding other frustrations with shows. I hope this also may be of some use to you. Please try and help fans that just want to have fun, enjoy concerts, and not be subjected to exploitation and unfair access to events.

Thank you for reading this, and if you have any further questions or would like to speak to myself or fellow music fans about our experiences, please feel free to get in touch.

Many thanks

- see here Bruce Springsteen and Jon Landau Management: Look into why fans are denied ticket access, as at the Leeds Arena show

Bruce Springsteen and Jon Landau Management: Look in...



When Bruce Springsteen announced a show at the Leeds Arena in the UK, fans were very excited and eager to get tickets. Two pre-sales were arranged, one by comm...

875





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Two words

1 message

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To: ticketing@culture.gov.uk

18 November 2015 at 15:49

Ticketing 'Bots' - solve that and you solve the problem

nothing wrong with 'secondary' ticketing sites, the problem's at the 'primary' sales point

good luck





ticketing mailbox <ticketing@culture.gov.uk>

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## U2 tickets

1 message

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17 November 2015 at 17:29

Reply-To:

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

Good evening

I read the article about secondary ticketing and I felt like contacting you.

I have been cheated twice for U2 Paris 14/11 (I paid for tickets, but never got them and did not get paid back).

Of course I want my money back, but what can I do?

I put it in bank procedure but am afraid of going to police, seeing that the sellers have my private address and well ... you never know.

Best regards





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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## UK event ticketing

1 message

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18 November 2015 at 10:30

To: ticketing@culture.gov.uk

Cc:

Sir/Madam

The UK's secondary ticketing activities are a national disgrace. Having bought tickets for various events across Europe, it is the UK where we will always:

- pay more for a ticket in the first instance
- have difficulty buying tickets at face value
- face the prospect of paying ten-times face value or more (David Gilmour at the RAH) for a ticket on the secondary ticketing market.

It cannot be coincidence, or a case of sheer over confidence, that many tickets will be offered on the secondary market before they even go on general sale.

Some bands, with all respect to them, do all they can to ensure that real fans are accessing their tickets at face value. For example, last year we were treated to a tour by the band Muse where tickets were:

1. offered for sale at short notice
2. were only issued electronically, and most critically;
3. were then matched to the credit card used for payment and personal ID at the event.

Muse band members have been particularly vocal about this issue and, while I appreciate this example relates more to business process than legislation, it goes to illustrate how those in the industry feel about this matter - and confirms there is a problem.

I do not see that ticketing for entertainment events should be any different to football matches. Secondary ticketing, on-line or by touting, needs to be stamped out altogether if those that care about the music/game/performance are not priced out of the market. In the long run, where atmosphere often suffers as a result, it is the real fans that keep these entertainment events alive. Please help legislate to stamp out the cheats.

Regards

t:

e:



ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**unobtainable tickets at face value**1 message

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18 November 2015 at 11:41

To: ticketing@culture.gov.uk

Following your call for evidence on the issue of resale of tickets, I just wanted to tell you of a recent experience I had with Ticketmaster whilst attempting to purchase tickets to the Stone Roses concert at the Etihad Stadium in Manchester next June.

It was announced that the tickets would go on sale from 9:30 am on Friday 6th November. I logged into Ticketmaster and followed the process at 9:29 and reached the 'search for best available tickets' window. I selected it and was advised that I was in a queue and the waiting time was 33 minutes and not to log out of this screen.

I let it count down from 33 minutes while it did the search and when it finally reached 1 minute to go, prepared to buy the selected tickets. The window finally changed to show 2 tickets available, very good seats, and I had 3 minutes to buy them. Except the 'Buy' button was greyed out and I was unable to move on to the next process to purchase the tickets. Of course my 3 minutes expired and I had to start all over again.

This time it took 14 minutes to come around again and the same thing happened again. The 3rd time I tried it, it took less than 6 minutes and advised me that the tickets were sold out and suggested I go to either of 2 linked resale sites where tickets were available for over £400 each.

I gave up and tried a different site (Gigs and Tours) and managed to go through the whole process in less than 4 minutes and purchase tickets. Of course, by now it was 10:20 and the only seats available were much further away than the ones I was originally 'offered' by Ticketmaster.

I would be very interested to know whether this has happened to anyone else and if so, it seems very suspicious. As if Ticketmaster are going through the motions of offering tickets at face value but not actually making them available to purchase.

I will not be using them again after this experience.

Hope this helps in some way with your collation of evidence on this issue and also that legislation will be introduced to make it harder for ticketing fraud to succeed.

Regards

Sent from my iPad

11/18/2015

Department for Culture Media & Sport Mail - unobtainable tickets at face value

295





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**(no subject)**1 message

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19 November 2015 at 12:10

To: "ticketing@culture.gov.uk" &lt;ticketing@culture.gov.uk&gt;

In response to secondary ticket websites.

I've had to pay extortionate amounts for tickets to gigs second hand. £60 for a £12.50 gig this year, £90 for a £35 this year. It is utterly ridiculous. How, if people are not really supposed to sell tickets on anyway, are they allowed to do so. I had to sell two tickets this year after I bought 4 by accident instead of 2. I sold them on face value, and I only did so because I knew that I would not be able to get a refund from the box office. If by some chance I have to sell tickets because I am unable to attend, it is always at face value, because I don't believe in ripping people off.

Ticketmaster also needs to be examined. How can tickets for shows on their secondary site where gigs are extortionate appear, within seconds of gigs being on sale or even before the ticket sale starts?

I love music. I go to as many gigs as I can. But true fans are losing out because of touts willing to sell on for profit.

Glastonbury Festival are well aware of how much their tickets can be sold for and have measures in place to prevent this from happening. Yes, it's gutting to miss out on a ticket there but at least you know people aren't profiting from tickets they have bought and sold on. If they can take these measures, normal ticket sites can also.

Sent from my iPod





ticketing mailbox <ticketing@culture.gov.uk>

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**(no subject)**

1 message

19 November 2015 at 07:45

To: ticketing@culture.gov.uk

These sites are no different to ticket touts and should be illegal.  
You shouldn't have to pay extortionate prices over and above the actual ticket price.  
Making a profit in this way is immoral and to make a whole business from it is quite simply disgusting

Sent from my Sony Xperia™ smartphone





ticketing mailbox <ticketing@culture.gov.uk>

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**(no subject)**

1 message

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19 November 2015 at 11:11

To: ticketing@culture.gov.uk

Any form of resale is touting ! Why is it fair that certain sites aquire large quantities of tickets to resale at extremely inflated prices ? Worse than any dodgy bloke on a street corner!





ticketing mailbox &lt;ticketing@culture.gov.uk&gt;

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**(no subject)**1 message

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19 November 2015 at 09:36

To: ticketing@culture.gov.uk

I am 67 years of age and have always loved going to live music venues. Not anymore you can't purchase a ticket now without having to pay extortionate prices. The worst part is the added handling fee which for a recent possible purchase was £57!!!  
I am sure the artists do not want their loyal fans to be paying these absorbatant prices.  
Whose making the profits not the stars who are performing?  
How are they able to purchase such large amounts of ticket?  
There are some questions really needing to asked.  
You used to be able to either ring, queue at the venue or buy from one company what happened.  
It's the true fans that are being duped and someone needs to stop it.  
Regards







ticketing mailbox <ticketing@culture.gov.uk>

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**(no subject)**

1 message

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18 November 2015 at 16:59

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

The issue that disgusts me is that Ticket sellers like Ticketmaster can sell to their own ticket companies, who then sell on to fans at obscenely inflated prices, with no element of that profit going on to the artist.

