



ticketing mailbox <ticketing@culture.gov.uk>

Excessive Prices of ticket Resales

1 message

18 November 2015 at 12:52

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

Dear Sir

I'm trying to buy two 6 Nations tickets for a gift for my husband. A £35 ticket is reselling for over £200. It's outrageous. Legalised theft. Please will you take action to stop profiteers fleecing the general public in all areas.

Yours

Sent from my iPad

350



ticketing mailbox <ticketing@culture.gov.uk>

FAO Ian Jenkins: Call for Evidence - Secondary Ticketing1 message

18 November 2015 at 12:39

To: ticketing@culture.gov.uk

Good afternoon

In response to a social media notification, I am writing to give my views on the above.

I have recently purchased concert tickets for the sell-out ELO tour. I was ready to purchase from the First Direct Arena, Leeds on Friday 13th November, but exactly as the clock showed 09:00hrs every ticket showed as sold. This was also the case on another site I was looking to buy from (I think it was Events24). The original tickets from the arena should have been as cheap as £88, but in the end the only availability I could find was on Viagogo (a buying/selling site) therefore paying a lot more (hoping that the 'seller' actually comes forward with the tickets I have paid for). I can only assume that this was because of the so-called 'botnets' buying-up all the tickets and putting them out for re-sale. Due to this, a lot of my social media contacts are unable to attend any of the concerts as the prices are out of their budget. This is wrong and a scandalous practice, so I am adding my concerns to be included in your enquiry. Hopefully, the Government will be able to stop this.



Department
for Culture
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

FW: Secondary Ticketing Market

1 message

18 November 2015 at 08:53

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

I just want to say that I, as a concert-going member of the public, totally support the comments and suggestions made by Harvey Goldsmith on Front Row on BBC Radio 4 recently re the secondary ticket market. The way the market operates is a scandal, and simply plays into the hands of 1) the touts and 2) the people rich enough not to care about paying 20 or 30 times the face value of a concert ticket!

There is clearly massive abuse and racketeering going on, and for genuine fans, it can now be almost impossible to get tickets to see the "top" acts at the face value price!

I urge you to implement Mr Goldsmith's suggestions as soon as possible!

Yours sincerely



Sent from Yahoo Mail on Android

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ticketing mailbox <ticketing@culture.gov.uk>

Fwd: Order Number - Complaint1 message

18 November 2015 at 13:44

To: ticketing@culture.gov.uk

Hello,

I came across the public consultation on ticket resale today and I had a terrible experience with one of these companies earlier this year, which may be of interest to you.

Please see the below email for the details of what happened in the form of a complaint email I sent to them.

I believe these sites should be strictly enforced as they cause nothing but stress and anger. Look at most of the comments on GET ME IN's Twitter or Facebook accounts and you will see lots of unhappy people. Unfortunately I did not read those before entering into my contract with them.

With kind regards,

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Sent from my iPhone

Begin forwarded message:

From: Byron Davies
Date: 8 July 2015 at 15:08:20 BST
To: GMI Customer Service <customer.service@getmein.com>
Cc: byron.davies.mp@parliament.uk
Subject: Order Number 1550579 - Complaint

I am writing to complain about the service I received from your company in relation to concert tickets I ordered. I have provided a detailed breakdown below of all the issues I encountered.

Friday 19/12/2014

Ordered 2 tickets for AC/DC at Wembley Stadium on Saturday 4 July 2015 as a birthday gift to my husband. I paid over face value for these tickets, but I was aware of that when placing the order and as it was a special occasion I accepted that was the only way to go to the gig. The money was taken from my credit card quickly by GMI after completing the order,

Over the next few months, I received various emails from your company advising that my event was coming up and it was quite normal to receive them the week of the event.

Saturday 27/06/2015

I sent a tweet asking for an E.T.A on receiving my tickets. A reply was sent advising that "seller will dispatch as soon as they receive them, let me know if they don't arrive by 3 days before"

Monday 29/06/2015

I still hadn't received any information on my tickets or their dispatch, so I looked online for a way to contact GMI. Found the "Contact Us" page, so I sent an email using that. The only response I received I was automated "target to answer all customers within 1-5 working days".

Tuesday 30/06/2015

Still no tickets or despatch information received, so I tweeted again for help/advice. Response was "Someone will be dealing with your query, please wait for a response". At this point I was starting to get stressed out, so I tried the phone lines. I rang 5 times at approx 2pm before I spoke to an advisor. Unfortunately he was very unhelpful and just told me that the seller had to the end of today to send them out. Could offer no further advice as to when/if I would get tickets and when I said it was starting to cut it fine and that all previous comms had said I would get the tickets the week of the event, he told me I was wrong and it could be 3 days. No further help was given, so I hung up quite upset.

Wednesday 01/07/2015

I received a response from the contact email I sent on 29/6, but all it said was "call centre team have taken over your query and to contact by phone if I had additional queries or concerns".

I tweeted again (as this seemed to be the only way to get any kind of answer) that it was now 3 days before the event and I still had not received any tickets or even despatch notification. Unfortunately all I received back was the usual platitude responses that GMI

were "doing all we can to get back to you". I was very stressed and angry at this point.

I phoned at approx 14:50 and spoke to a very helpful lady, but she could not offer me any answers. She advised me that she would pass my call to seller team as she could not contact them herself and that someone would get back to me.

GMI called me back at 18:20 but not with good information. I was told that the tickets had still not been despatched and that the seller deadline extended to 12pm following day. When I enquired as to what that meant for me receiving my tickets, the lady told me that I would receive the despatch notification once they were sent, but they could reach me as late as 13:00 on Saturday 04/07/2015 – the day of the event. I got quite annoyed at this point as this was the first time I had ever heard that the tickets could be this late. This was of no use to me as I was leaving my home at 10am on the day of the concert to travel to the event, for which the lady apologised but told me that if I had not heard anything by tomorrow afternoon to call back again.

Thursday 02/07/2015

Still no tickets or despatch notification received.

I sent more tweets but just got a response of "we'll be in touch later today".

I then set about trying the phone lines. I called 57 times before I was able to speak to someone. I noted that there was a menu option to press if you were calling about the AC/DC concert and though that maybe you'd set up a dedicated team to deal with such short notice issues. When all I heard was the automated message that "tickets have been delayed, you'll get notification when they've been despatched" and then the call was terminated, I got extremely annoyed.

I sent more tweets about my anger at the phone lines and being unable to contact anyone, I was told to email social@getmein.com which I did.

I eventually got through to a real person at around 14:30 and spoke to a very helpful customer service rep. He tried to contact the seller, but could not get hold of them. He was the first honest person I spoke to and said that there was nothing on my seller's record that showed the tickets being despatched and that it was looking likely I would not be getting my tickets. He then said that he would set a reminder to call me back by 16:00 if I had not heard anything.

GMI called me back at 15:30 and advised my original tickets were not available, but they could offer me better tickets. We discussed

how they would be sent to me, and I was told that this could be until lunchtime on Saturday, which I said, again, were no good to me as I was leaving by 10am. I was then told that the tickets could be guaranteed delivered to me by 9am Saturday. I said that if that guarantee of pre-9am Saturday could be made that I would accept the tickets. The man I spoke to went off to make the arrangements and told me I would receive tracking details via email. By later that evening, no tracking information had been sent and I tried to get in contact with GMI again (phoned 8 times at 18:50) to confirm that tickets had actually been sent as if I was not going to receive them in time, I needed to cancel my London hotel booking. Unsurprisingly I was unable to get through by phone so I sent an email and received a response advising "team in process of arranging collection from a London location, we do have tickets to get you to the event".

Friday 03/07/2015

No despatch/tracking details were provided in the morning. Although I was very stressed by this point, I decided to go to lunch and try to make contact again in the afternoon. Then, at 12:43, I received 3 emails:

- 1 – your tickets will be available for collection from Ibis Wembley on Saturday (first time I had heard this was an option)
- 2 – tickets have been posted and will be dispatched within 24 hours
- 3 – tickets have been posted and should be with you within 2-3 working days

None of these emails even contained my order number.

I was understandably extremely angry at this point and tweeted and emailed someone to call me (as I couldn't get through on phone lines – tried to phone 11 times at approx 13:00 but never got through).

Eventually a lady called me back, confirmed the tickets would be available for collection by me and explained that it was my new order number based on the fact that my original order could not be sourced.

Saturday 04/07/2015 – the day of the concert

Got to Ibis Wembley to collect tickets

Gave the man my order number (all he asked for), but he couldn't find my tickets. Looked in multiple piles, multiple times but could not find them. Said to me and my husband words to the effect of "stop staring at me like that, you're making me nervous and it's not helping". Asked me if the order could have been under any other name to which I replied "No" but he still couldn't find them. Eventually he gave me other tickets (which were not the first set I'd ordered, nor the replacement ones promised on the Thursday). I've no idea whose tickets these were and whether this affected anyone else going to the concert but to be honest at this point I didn't

really care anymore.

I can't believe how badly I have been treated by your company in the last week, fobbed off multiple times and making me so angry and stressed that at one point I was actually in tears. I truly believe that it is only my persistence in trying to contact you that led to me actually receiving tickets.

You have to make it far clearer to people booking on your website that when you say the tickets will be received in the week of the event, what you actually mean is on the day itself, if at all. Had I known this (and it should be in big, red, flashing letters on the order page), I would never have bought tickets from you.

I also now know that mine is not an isolated case, I have seen and contributed to numerous posts on social media of others in the same position as me, and in the case of some poor people, all they received was an automated voicemail telling them their tickets could not be provided, which is a shocking way to treat people who have provided hundreds of pounds to you. I know the spiel of "you don't set the price, the seller does", but you have the audacity to charge extortionate processing and delivery fees, as well as collecting fees from sellers, so you are making plenty of money out of people's misery.

Social media is a powerful tool, of which you should be aware of in regard to the way you treat your customers. A lady previously unknown to me came across all my tweets to you and asked me whether I got my tickets in the end as she is in a similar position and at the time of writing has still not received tickets 3 days before a concert she is meant to be attending. I explained my story to her and advised her how often I'd had to make contact. She asked me if I'm planning on taking legal action against you as she will if she has similar problems.

The only positive thing about your company is that the majority of staff I have spoken to have been polite and as helpful as possible in such a situation. The exception is the first man I spoke to on the Tuesday.

This is an appalling level of so-called service and meant I had no enjoyment in the run-up to the gig, believing that my husband's birthday gift was ruined and we could have potentially lost hundreds of pounds in hotel/transport fees if I had not received the tickets I'd ordered. I will never use your company again and I have re-told my experience to all my friends, family and social media, so that they never have to go through what happened to me.

11/18/2015

Department for Culture Media & Sport Mail - Fwd: Order Number 1550579 - Complaint

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