



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

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**A call for evidence on consumer protection measures applying to the re-sale of tickets for entertainment and sporting events.**1 message

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

19 November 2015 at 09:05

Dear Sirs,

It is a disgrace. Two weeks ago I tried to buy tickets for the Stones Roses at the Etihad stadium, Manchester. I couldn't get tickets direct from the stadium – sold out – but there were at least a dozen sites reselling tickets. The cheapest ticket with a face value of £45 tickets was available for £150. I refuse to be legally cheated, robbed. What is particularly wrong is that it is some of the big ticketing sites who claim to have sold out are then peddling these tickets through other sites that they own. Wrong, wrong, wrong.

Blatant theft....

International Personal Finance

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ticketing mailbox <ticketing@culture.gov.uk>

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## A DISGRACE

1 message

19 November 2015 at 15:22

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

It is a disgrace that these ticket sites can charge so much more than the official ticket price.

Not only can you NOT GET a ticket on some major events on the first day of sale but you then see them advertised on these so called " ticket sale!! " sites hours later the same day at hugely inflated prices.

I believe they have moles within the organisations who allocate tickets to these companies for huge profits.

Its stopping the real fans getting tickets at the advertised price.

TOTALLY WRONG AND IMMORAL.

Yours

The small man in the street!!!





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

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**A regular music concert / gig ticket consumer**1 message

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18 November 2015 at 21:05

To: ticketing@culture.gov.uk

Dear Sir/Madam

I have 30 years experience as a regular consumer of tickets for music concerts. Touts and ticketing sites are distorting the market. Tickets for popular over-subscribed events are not marketed freely or fairly. The fans or music-lovers are beaten by the professional ticket-merchants buying up large sections for inflated re-sale.

I fully support the proposal that re-sale sites or any legal re-selling of tickets should be limited to a 10% maximum mark-up on the face value printed price. Otherwise, this is just a Wild West where the richest can buy access to any event, while the majority are excluded. We are happy to pay a fair price and for musicians and promoters to make a profit. However, I don't believe that most artists approve of the way their audience are being exploited and fleeced by merchants, who have contributed nothing to the work in the first place. As Prince rightly suggests, they are vultures and the artists themselves do not benefit in any way.

All the best

Buyer of hundreds of tickets to gigs/concerts both big and small over the years of various genres including rock, jazz and classical

Sent from my iPad





Department  
for Culture  
Media & Sport

ticketing mailbox <ticketing@culture.gov.uk>

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## Automatic 'bot' buying

1 message

18 November 2015 at 21:09

To: ticketing@culture.gov.uk

Hi

I'm only a ticket buying member of the public but it's getting out of hand.

As soon as tickets go on sale, automated computer programs are buying bulk tickets for secondary resale- things selling out in seconds are proof of this!

There needs to be a limit of secondary resale- preferably for no more than face value. It gives you the opportunity to retain value if for some reason you can't go.

Thanks for reading

Phil Jones

Registered Office: Church Road, Pool, Redruth, Cornwall PL20 9BQ  
A company limited by guarantee, registered in England and Wales, Number 1424014

- An Exempt Charity

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

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**Buying resale tickets**1 message

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18 November 2015 at 20:30

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

I was recently disappointed to miss out on standing tickets to see Slipknot in Leeds. I had 5 people at work trying to help me get in right on 9am.

By about 9.05 there was an advert for resale through Get Me In.

They started off at about £60 a ticket excluding fees. I'm bought these as it wasn't much more than the £35 face value, and I'm a big fan of slipknot.

However....with charges is came to about £70 per ticket, which is ridiculous.

A 100% mark up should be banned.

Thankfully I got then early on, as they are now sky high.

I suggest tickets should have names printed, and ID required at the venue.

This would stop resale.

If you then couldn't make the show, you should be able to sell them back to the supplier to be sold on at face value.

Maybe they have a waiting list in place for cancellations.

This would be a fairer way for real fans to see their favourite shows for the right price. After all, why should anyone except the venue and band make profit?

This is an idea I hope would be considered. It would only take 2 mins to type in the names of the people needing a ticket.

Please consider acting on this unfair business.

Regards

Sent from my iPhone





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

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**Call for Evidence - Secondary ticketing**1 message

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19 November 2015 at 12:43

Reply-To:

To: ticketing@culture.gov.uk

Hi

In response to recent Media articles and the following webpage from DBIS & DCMS

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/467466/1510010\\_Call\\_for\\_Evidence.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/467466/1510010_Call_for_Evidence.pdf)

I have the following initial comments :

I have had an issue about the state of secondary ticketing for a long time now. I have been going to music concerts and festivals in this country for the past 30 years and still regularly attend one or two a week. I also have links with the music industry from an artist, promotion, and label perspective. Although the re-seller agencies are fairly blatant in what they do, there has been little to combat this, despite a scathing Channel 4 'Dispatches' documentary which was comprehensive in highlighting the dubious procedures that were being undertaken by these organisations. When a legitimate online ticket agency sells out of tickets for a major show in minutes, only for floods of tickets to appear almost simultaneously on their 'associated' re-seller sites (Stubhub, Seatwave, Viagogo etc), at more than twice the price, and we are told these sites are for the public to resell the tickets for concerts they cannot attend, are we supposed to believe this?.....that there are so many people that buy bundles of expensive tickets months before a show and within minutes of sale decide they 'can't go'. Read that back and see how it sounds. There was brief hope for a website called Scarlet Mist which was a genuine fansite reselling tickets at face value amongst genuine fans. Unfortunately the site was amateurish and clunky, mainly due to the fact it didn't have the investment given to the more professional re-seller sites as there were no excessive profits being made. It has since closed down. (Maybe this is a future option that could be revisited/sponsored.....there are many promoters that would support this....a recent article by Harvey Goldsmith substantiated this, and I'm sure major promoters such as Live Nation and SJM would be receptive)

The elements of Fraud, and invalid tickets, although a consideration, are not the prominent issue as the Advertising Resellers promote the fact that their tickets are valid and genuine, which in 99% of cases they are....the problem is they shouldn't have them in the first place. These issues may need to be further separated when considering re-selling issues.

These activities were effectively closed down for the 2012 Olympics, when the eyes of the world were upon us (as this would have looked very bad!), yet not maintained afterwards across the rest of the Events industry.

Happy to discuss further.

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**Call for evidence**1 message

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19 November 2015 at 06:42

To: ticketing@culture.gov.uk

Dear

I am an avid music fan and have attended many gigs over the years. Secondary ticket companies are the new touts. To give you an example of what is common practice, last Friday I tried to purchase tickets for a Stone Roses concert through Ticketmaster. The tickets went on sale at 9:00am, I was waiting online ready to purchase but within seconds 160 000 tickets sold out. Tickets were readily available before the deadline on Getmein which is as I'm sure you're aware is a company owned by Ticketmaster. An amazing coincidence I'm sure you'll agree.

Ticketmaster make big claims about how your purchase is covered and you are fully protected but this is something they are obliged to do by law anyway. So they aren't selling fake tickets, big deal! As usual, the ordinary music fan such as myself are the ones left suffering. I know it will never happen but it should be unlawful to sell tickets for more than their face value which is what the artist intended the fans to pay. Anything else is just profiteering under the laughable guise of doing us a good turn.

Kind regards



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## Call for evidence

1 message

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18 November 2015 at 16:22

To: ticketing@culture.gov.uk

I wish to contribute to this ticketing review. I purchased tickets to see Michael Buble through ticket master, and when I saw the website thought I was purchasing two very special tickets for my wife, as they were described as "Official Platinum Tickets". As you will see under. However when the tickets arrived, I was shocked to find that they had a face value of £35. I rang ticket master at the time and was basically told that this was market forces at work! If I had known that the tickets purchased were not the true value I wouldn't have gone ahead with the transaction.

When we got to the concert the seats we had were quite poor and despite the title we didn't get any special treatment at all and they were just basic seats. I feel that Ticket master and other sites of this nature are no better than the ticket tout who walks up and down outside the venue! This practice is deemed illegal and the same should apply to the sites who are frankly miss leading the general public and are acting completely unfairly.

Michael Bubl  - Official Platinum Tickets  
The O2, London,  
Mon 1 Jul 2013, 19:30

Order for: 2 tickets  
Seat location: 101, 102  
Total Charge: £533.25

I hope this practice will be outlawed in the same way ticket touting is.  
If I can assist the enquiry in any way please do not hesitate in coming back to me.  
Yours sincerely







ticketing mailbox <ticketing@culture.gov.uk>

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## Concert ticket resale

1 message

19 November 2015 at 00:35

To: ticketing@culture.gov.uk

The concert resale ticket sites are robbing music fan with ridiculous price. It's so wrong .  
As a result, I seldom go to concert these days .

Sent from my iPhone





ticketing mailbox <ticketing@culture.gov.uk>

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## Concert Tickets

1 message

19 November 2015 at 09:00

To: ticketing@culture.gov.uk

Concert tickets should not, under any circumstances, be sold for more than face value. The practice of 'ripping off' fans/public is a disgrace.

I believe you are not allowed to sell football tickets for more than face value so why can't the same practice be adopted for concert and other events?

This is not difficult, people just want a fair deal.





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

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**concert tickets**1 message

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To: ticketing@culture.gov.uk

19 November 2015 at 14:51

Dear Sir/Madam,

I would very much like to see the sale of tickets to music concerts thoroughly regulated, with a ban on websites reselling them at a huge profit.

Ticket prices are agreed between performers, promoters and venues and these should be the only people who profit from them. Just because a particular performer can attract high ticket prices doesn't necessarily mean they want to charge them. Some performers want people on lower budgets to be able to see their shows too and therefore prices are agreed with this in mind.

Ticket touts take reasonably-priced tickets away from fans and then either force them to pay far too much or else miss the concert they are now unable to afford to attend.

This must be stopped, it is killing the entertainment industry and making tickets only available to the elite. It can also lead to venues having lots of empty seats as over-priced tickets go unsold.

Please make reselling tickets illegal. It will help keep music affordable for everyone.

Your faithfully,

Registered Office: plc Registered in Scotland no

Edinbu

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