



ticketing mailbox <ticketing@culture.gov.uk>

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## The FA's response to the review of consumer protection measures applying to ticket resale

1 message

20 November 2015 at 19:14

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

Please find attached The FA's submission to Professor Waterson's review.

If you have any questions about our submission please let me know.

Best wishes,

! Corporate Affairs Manager

The FA Group

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**Secondary Ticketing review Nov 2015.pdf**  
257K

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### **The Football Association's response to the Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms**

The FA, based at Wembley stadium, is the not-for-profit national governing body of football in England. We are responsible for grassroots football, regulation of the professional game and running the England teams.

**Wembley is more than just a football stadium:** Although there is already specific legislation outlawing the unauthorised resale of tickets for football matches Wembley Stadium hosts a large number of non-football events every year. This year alone the stadium has played host to Rugby World Cup games, NFL games and concerts including Ed Sheeran and AC/DC. With these events in mind we take a keen interest in the sale of tickets via online secondary ticketing platforms. We welcomed the measures introduced in the Consumer Rights Act 2015 aimed at strengthening consumer protection in this area and are grateful for the opportunity to respond to Professor Michael Waterson's review.

**The FA's position on the resale of tickets for non-football events:** The FA supports existing legislation concerning the unauthorised resale of tickets for football matches. However The FA is not against resale of tickets for non-football events at Wembley where segregation of fans is not necessary; in these cases fans should be able to pass on their tickets in the event they are unable to attend. Tickets for the Rugby World Cup 2015, including games at Wembley, could be resold free-of-charge via the official England 2015 resale platform. Tens of thousands of tickets were resold at face value in this way, allowing fans to "buy official" without risk of being ripped off or defrauded.

**Concerns about failure to comply with the Consumer Rights Act 2015:** We do however still have concerns about the way other parts of the secondary ticketing market currently operate. As recently highlighted by the 'Which?' investigation into the resale of tickets, provisions in the Consumer Rights Act 2015 are being ignored by many secondary ticket companies. The Act requires that consumers must be notified of any restrictions, all seating details (including the block, row and seat number) and the original face value of the ticket. Yet 'Which?' found these rules being repeatedly flouted on all major secondary ticketing sites. Without this information it is very difficult for consumers to make an informed purchase.

The FA would like to see much better enforcement of the requirements in the Consumer Rights Act 2015, with secondary ticketing sites held responsible where sellers do not make the required



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information available. We believe the law in this area is clear but is currently not being complied with. In addition, we do not think the penalties for complying with current legislation are sufficiently severe to act as an effective deterrent.

The FA is a member of the Sport and Recreation Alliance, the umbrella organisation for the national governing and representative bodies of sport and recreation in the UK, which has made a submission to this review on behalf of its members. The FA urges Professor Waterson to carefully consider this submission as well as submissions from the RFU and ECB, which both outline very relevant recent examples of concerns about the way in which the secondary ticketing market operated with regards to ticketing for the Rugby World Cup and this summer's Ashes series.

**For further information about this submission please contact Emily James, The FA's Corporate Affairs Manager, at : [thefa.com](http://www.thefa.com).**

