



ticketing mailbox <ticketing@culture.gov.uk>

Submission from the Featured Artists Coalition

1 message

20 November 2015 at 18:00

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

Cc:

Dear

Please find attached the official submission from the FAC for the review of consumer protection measures applying to ticket resale.

Many thanks,

2 attachments



Secondary Ticketing Submission FAC.doc

37K



ATT00001.htm

3K

Submission by the Featured Artists Coalition (FAC) in response to the Review of Consumer Protection measures relating to Online Secondary Ticketing Platforms

The Featured Artists Coalition represents over 4500 featured artists in the UK including Radiohead, Pink Floyd, Imogen Heap, Annie Lennox, Tom Jones, Katie Melua, Kate Nash and Master Shortie among others.

The FAC thanks the Department of Business and Skills and the Department for Culture and Sport in actioning this Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms, and for inviting the FAC to make this submission.

The FAC sees that the value gap that exists in the music industry has permeated the live sector and that both artists and fans are being taken advantage of as unregulated middle men operate a secondary market. High demand concerts, festivals and events can create huge financial gain for intermediate companies who use unfair, automated practices to sweep up limited inventory before selling at up to 1700% of the original ticket price (recent U2 tickets were being sold at £3300). Often fans will never even know the original price of the ticket, paying far over the odds and attributing the price directly to the artist.

These corporations do not invest back into the creative industry.

The Police have stated that intermediaries are often linked to organised crime and that it is becoming almost impossible for artists and managers to control their ticket inventory.

We demand far greater transparency in the secondary ticketing process.

Secondary ticketing distorts the market and often cuts out genuine fans who can't get tickets at anything near to face value and can't compete with sophisticated 'botnets' that can buy tickets in microseconds for highly inflated resale.

The amendments to the Consumer Rights Act which came in to force on 27 May 2015 have been ineffective and are being largely ignored due to a lack of enforcement. Also the provision in the Consumer Contracts Regulations that if a seller is a business they must clearly inform the consumer, is very rarely adhered to.

There are two provisions that would make a huge difference. The first is that the seller of a ticket must be identified to the buyer. To falsely state a name as a seller is fraud and many of the businesses and individuals currently engaged in the secondary ticketing market would be reluctant to expose themselves to that illegality.

The second is that artists and their representative should be able to choose who the majority of their inventory is sold through. A lot of the time, venues or promoters are tied into deals with certain platforms, which restricts the artists control over ticket allocation and monetisation.

We support the open letter being submitted by several management companies and the artists they represent: Tony Smith (Hit& Run) whose artists include Genesis and Phil

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featured artists coalition.



Collins, Richard Griffiths (Modest Management) whose artists include One Direction, Olly Murs, Little Mix & 5 Seconds of Summer, Adam Tudhope (Everybody's Management) whose artists include Mumford & Sons and Laura Marling and Ian McAndrew (Wildlife Entertainment) whose artists include Arctic Monkeys and Royal Blood. We also support the submission by AIF (Alliance of Independent Festivals) and the Music Managers Forum (MMF).

In conclusion we ask the government for strong regulation and enforcement in regard to secondary ticketing. Genuine fans should most certainly be allowed to resell unwanted tickets but that it should be conducted through ethical secondary ticketing platforms such as Dice and Twickets wherein tickets are resold at face value. The current situation is devastating the live music business and urgent regulation is required.

Contact:

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