



ticketing mailbox <ticketing@culture.gov.uk>

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## Submission by the Music Managers Forum (MMF) re: The Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms

1 message

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To: ticketing@culture.gov.uk  
Cc:

20 November 2015 at 20:42

To: Ian Jenkins - Call for Evidence Co-ordinator, Department for Culture, Media and Sport.

Dear Ian

Please find attached our submission for the above review.

We would be grateful if you could confirm that you have received this submission.

If you would like us to participate in any hearings or workshops concerning this topic we would be very pleased to do so.

Yours sincerely

Submitted by:

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11/23/2015

Department for Culture Media & Sport Mail - Submission by the Music Managers Forum (MMF) re: The Review of Consumer Protection Measures relating to Online Secondary Ticketing Platforms

The second edition of the WIPO book 'How to Make a Living from Music' by [http://www.wipo.int/edocs/pubdocs/en/copyright/939/wipo\\_pub\\_939.pdf](http://www.wipo.int/edocs/pubdocs/en/copyright/939/wipo_pub_939.pdf) is now available as a free PDF download at:



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**Submission by the Music Manager's Forum (MMF) in response to the Review of Consumer Protection measures relating to Online Secondary Ticketing Platforms**

The Music Managers Forum represents over 500 artist managers in the UK, who in turn represent over 1000 of the most successful music artists on the planet.

The MMF wishes to thank 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 MMF to make this submission.

The secondary ticketing market for high demand and medium demand music concerts, festivals and events is basically out of control. The two end players in these events are artists and the fans. Both are being unreasonably exploited due to the unregulated way the secondary ticketing market is currently operating, with sometimes huge financial gain going to intermediaries who do not re-invest such gains back in to the creative industries.

The Police have stated that these intermediaries are often linked to organised crime.

It is becoming almost impossible for artists and managers to control their ticket inventory.

We demand far greater transparency in the secondary ticketing process.

Tickets for U2 at a face value price of £182 are being sold on the secondary ticket market for up to £3300 each. Secondary ticketing distorts the market and often cuts out genuine fans who simply can't get tickets at anything near to face value. Genuine fans with smartphones simply 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. Fans are often completely unaware of the true face value of a ticket on offer.

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. We understand that this was in the proposed amendments to the CRA but was withdrawn at the last moment. This needs to be reinstated. 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 provision is that promoters, artists and managers should have the right to choose the ticket retailer that works best for them. Currently, many venues have exclusive arrangements with a specific ticketing platform, thus insisting that promoters have to use that ticketing platform. If the artist, manager and promoter could choose their own ethical primary ticketing platform they could take control of the ticket itinerary which would stop secondary ticketing altogether, save for bona fide ticket sales for unwanted tickets from fans which could be sold at face value or less.

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[www.themmf.net](http://www.themmf.net)

# music managers forum.

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We support the open letter being submitted by our manager members and the artists they represent: Tony Smith (Hit& Run) whose artists include Genesis and Phil 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).

In conclusion we ask the government for strong regulation and enforcement in regard to secondary ticketing. We accept that fans should 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 or less. The current situation is devastating the live music business and urgent regulation is required.

Contact: