



ticketing mailbox <ticketing@culture.gov.uk>

Ticketing resale sites1 message

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

Call for Evidence Co-ordinator

Department for Culture, Media and Sport (DCMS)

I am a consumer who regularly attends multiple ticketed events (in excess of 35 sporting & music events pa) throughout the year and I have done so for 35 years.

I am absolutely disgusted by the Governments total disregard of this market which has allowed consumers to be regularly and routinely ripped off by large corporate resellers, organised crime and opportunistic individuals.

The recent Which? report has finally independently verified and reported the issues, albeit 10 years too late, that every regular ticket buying consumer has known to be fact for the last decade and which is occasionally given 'lip service' in the Houses of Parliament before being brushed under the carpet and ignored.

This is a multi billion pound consumer rip off which is also adding significant funds (£millions) to criminal organisations while massively overinflating corporate profits of ticket agencies who have a monopolistic stranglehold on the tickets and turn a blind eye to the illegal criminal harvesting of tickets and who are complicit in also ripping of the consumers by themselves adding 30%+ markups

to these resold tickets.

By targeting your enquiries at event organisers, primary and secondary ticket sellers, online resale market businesses you are asking the wrong businesses - they are not going to be honest, they will provide false information and false assurances to protect their own lucrative monopolistic business profits at the expense of the consumers.

As for enforcement bodies - do me a favour they are toothless ineffective jokes.

You need to be asking for representations from legitimate promoters who are independent and without business links to the ticketing market, music and sports managers, performers (music/sports) and not suprisingly the most important people in this whole sorry mess the CONSUMERS.

It is so, so very simple to eliminate this market yet the Government routinely and repeatedly fails to take any action a simple 5 point plan will cover it:

- 1 You, license, register and regulate secondary ticket resale sites and allow the regulator to shut down unlicensed/illegal sites from being accessed from the UK
- 2 You make it illegal to resell ANY ticket for a profit > 5% of the ticket face value or £10 whichever is the smaller figure and force the seller to cover the costs of getting the ticket to the buyer out of that 5%/£10 margin, you also force the secondary ticket resale site to add no more than 5%/£10 in fees
- 3 You make all primary ticket selling sites responsible for only promoting and linking to licensed, registered and regulated secondary ticketing sites while also listing & naming all unlicensed/illegal secondary ticket resale sites both in the UK & Worldwide
- 4 You make it illegal for primary ticket selling sites to have any form of business relationships or investment in secondary ticket resale sites

5 You legislate primary ticket selling sites to eliminate illegal harvesting of tickets and monitor delivery addresses (both physical & web based) for multiple applications where the applicants/recipients are connected with criminal activity - it is not hard to do despite what the ticket selling sites will tell you

Yes the above will create and push a small element of the illegal secondary ticket reselling market onto the 'black market' but more importantly it will erradicate a huge element of the current illegal/opportunistic market place while protecting consumers. More importantly it will also destroy a multi million pound criminal funding stream that primary and secondary ticket resellers currently conveniently ignore to boost their own profits at consumers expense.

I hope Government via the Department for Culture, Media and Sport review will finally take action on this long overdue matter.

