Heckle Scammers

Don’t let secondary ticketing scams spoil the show
Secondary Ticketing Scams: FAQs

**What is secondary ticketing?**

Secondary ticketing is when tickets for sporting, cultural or recreational events are resold, usually through websites known as “secondary ticketing platforms” or other online marketplaces.

**What’s wrong with reselling tickets if you don’t want them?**

There’s nothing wrong with it in principal - secondary ticketing platforms were originally set up to allow fans to resell unwanted event tickets to other fans. However, in recent years some individuals and businesses have started bulk buying tickets and selling them through these platforms at hugely inflated prices. They don’t always display all neccessary information, meaning that consumers can be misled.

**How can these traders buy so many tickets?**

They use various methods to harvest large numbers of tickets, often as soon as they go on sale and before genuine fans can obtain them.

**What happens once they have the tickets?**

The tickets are then resold through legitimate online platforms, usually at inflated prices. Tickets are often sold for as much as three times the face value.

**Is anything being done to stop this?**

In 2018, the Breaching of Limits on Ticket Sales Regulations
came into force, which is aimed at preventing people from bulk buying tickets. It makes it an offence for anyone to use software with the intent of purchasing large numbers of tickets for commercial gain.

**What information should be provided by a secondary ticket seller?**

The Consumer Rights Act 2015 says that ticket sellers must provide the following information:

- The seat number or standing area of the venue, if known;
- Whether there are any restrictions around who can use the ticket or how it must be used. For example, you may need to show the ID of the original buyer alongside the ticket or there may be age restrictions on the ticket;
- The original price (face value) of the ticket;
- The unique ticket number (if specified by the event organiser).

The seller must also inform you if they have any connection with either the online facility through which they are selling or the event for which the ticket is being sold.

**What are the potential problems with buying from a secondary seller?**

Some of the most common problems encountered by fans who have bought tickets in this way are:

- Being refused entry to the event venue as they haven’t been told about restrictions on the ticket;
- Arriving at the venue to discover that their seats have a restricted view, which they were not told about when they bought the ticket;
- Purchasing tickets which are not delivered in time for the event;
- Having to pay hidden charges, such as admin fees or postage, which they don’t know about until after they’ve entered their payment details;
- Being unable to get a refund for the tickets if the event is cancelled, postponed or changed;
- Being unable to contact customer service if they have any problems;
- Having their payment details stolen by a fraudulent website.

**Where can I find legitimate tickets for events?**

The best place to buy event tickets is from the venue itself or from the official ticket seller, who will be listed on the venue’s or artist’s website.

**What can I do if I have problems with a second hand ticket?**

If you have encountered problems with a ticket you have bought second hand you should contact [Advice Direct Scotland](#).

**Where to Find Trusted Information:**

- The official event organiser or venue website
- [Advice Direct Scotland](#)
- [Society of Ticket Agents & Retailers (STAR)](#)
- [Citizens Advice Scotland](#)