



House of Commons  
London  
SW1A 0AA

7<sup>th</sup> January 2014

Dear Member,

UK Music is the umbrella body representing the collective interests of the UK's commercial music industry, from songwriters and composers to artists and musicians, studio producers, music managers, music publishers, major and independent record labels, music licensing companies and the live music sector.

I am writing to you on behalf of UK Music and its Live Group to request that you support the retention of amendment 12 (see annex) to the Consumer Rights Bill. The amendment proposes greater transparency into the practice of reselling tickets for events such as music and sport and is being considered in the House of Commons on Monday 12<sup>th</sup> January.

During an evidence session in front of the CMS Select Committee in December 2012 I stated "we would work with Government, if Government chose to, to look at ways to reduce the secondary ticketing market in music sales." The passing of the amendment in the House of Lords that the House of Commons are considering on Monday firmly puts the onus on the Government to make a small but significant step to achieving this aim.

In the Wish You Were Here report from 2013, UK Music proposed a strategy to help ensure music tourism continues to generate a spend of £2.2 billion to the UK economy. Part of this strategy was for Government to look at the impact of the secondary ticket market on music tourism, including the consideration of any legislative steps to combat any abuse in the market.

Amendment 12 builds on recommendations contained in the All-Party Parliamentary Group on Ticket Abuse report, published earlier in the year, and seeks to ensure internet platforms involved in the resale of tickets will

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have to prominently disclose their identity and original face value of the tickets being sold. Building in transparency into the secondary ticketing is key to ensuring confidence in the market and eliminate potential abuse.

UK Music's position is that we would prefer there was no secondary ticketing market as it is often understood as it does a disservice to our customers. Profiteering undermines the enterprise, endeavours and investment of those whose livelihoods depend on the future sustainability of the music industry. All involved in the industry should strive to work together to expedite technological solutions, and adopt the same, to mitigate these detrimental practices.

Some companies have found technological solutions to address the secondary ticketing market. In a global digital market, we continue to argue that industry must work on technological solutions to providing the consumer with every choice for ticketed entertainment.

We ask that you consider that notwithstanding the suggested amendments which we ask you to support, issues of ticketing fraud and theft from credit card payments are still commonplace and continue to blight the entertainment industry.

I would like to thank you for your consideration in supporting these amendments. I would be happy to discuss this issue with you further should you have any questions.

Yours sincerely,

Jo Dipple  
CEO, UK Music

Annex

*Amendment 12 to the Consumer Rights Bill reads as follows:-*

*After Clause 32*

*Insert the following new Clause—*

*"Secondary ticketing platforms*

*Secondary ticketing platforms: seller profiles and ticket information*

- (1) Secondary ticketing operators must, on the website on which tickets are*

*offered for sale or transfer, provide information concerning the sellers of*

*tickets so that sellers may be easily identified.*

*(2) Information provided by virtue of subsection (1) must include, but is not*

*limited to—*

*(a) the name of the seller;*

*(b) if the seller is an undertaking, its registered number, jurisdiction of*

*registration, registered office address, and if registered outside the United Kingdom, a valid address for service; and*

*(c) the VAT registration number of the seller, if applicable.*

*(3) Information provided under subsection (1) must be—*

*(a) accurate; and*

*(b) prominently displayed before a buyer is able to complete the*

*purchase of the ticket.*

*(4) Secondary ticketing operators must disclose clearly and prominently*

*where the seller of a ticket is—*

*(a) the secondary ticketing platform or a subsidiary undertaking or*

*parent undertaking of the secondary ticketing platform;*

*(b) a person or persons employed or engaged by the secondary*

*ticketing platform;*

*(c) other persons connected to employees, directors or shareholders of*

*the secondary ticketing platform, or any of its subsidiary*

*undertakings or parent undertakings;*

- (d) the event organiser or an agent acting on its behalf;*
- (e) any other party connected to the organisation of the event.*

*(5) Where a ticket is offered for sale or transfer through a secondary ticketing*

*platform—*

- (a) the seller must provide all relevant information about the ticket;*
- (b) the secondary ticketing operator must publish all relevant*

*information about a ticket in a prominent and clear manner; and*

- (c) the secondary ticket operator must immediately remove the ticket*

*from sale when it is informed by the event organiser that the information provided is inaccurate or incomplete.*

*(6) Information to be provided by the seller and published by the secondary*

*ticketing operator for the purposes of subsection (1) must include, without*

*limitation—*

- (a) the face value of the ticket;*
- (b) any age or other restrictions on the user of the ticket;*
- (c) the designated location of the ticket including the stand, the block,*

*the row and the seat number of the ticket, where applicable; and*

- (d) the ticket booking identification or reference number.*

*(7) Where tickets are being resold in contravention of the terms and conditions*

*agreed to by the original purchaser, this must be stated prominently by the*

*secondary ticketing platform at every stage of the purchasing process.*

(8) *Information provided by virtue of this section must be—*

(a) *accurate; and*

(b) *prominently displayed before a buyer is able to complete the*

*purchase of that ticket.*

(9) *For the purposes of this section—*

*"secondary ticketing platform" means an internet-based facility for*

*the resale of tickets to events in the United Kingdom of Great*

*Britain and Northern Ireland, regardless of the jurisdiction in which*

*the owner of the service is registered;*

*"secondary ticketing operator" means, in relation to a secondary*

*ticketing platform, the person (whether incorporated or not)*

*operating that secondary ticketing platform;*

*"ticket" means anything which purports to be a ticket, including any*

*item, tangible or intangible, which grants the holder the right to*

*entry to an event;*

*"event" means any sporting, music or cultural activity taking place at*

*a specified time and place for which tickets*

*are issued and required*

*for entry or attendance;*

*"event organiser" means the person responsible for organising and*

*holding an event and receiving the revenue from the event;*

*the term "undertaking" has the meanings given in section 1161 of the*

*Companies Act 2006 (meaning of "undertaking" and related*

*expressions);*

*the terms "subsidiary undertaking" and "parent undertaking" have*

*the meanings given in section 1162 of the Companies Act 2006*

*(parent and subsidiary undertakings);*

*the term "person" refers to a natural person or a body corporate.*

*(10) This section will come into force no later than six months after this Act is passed."*