



P R E S S R E L E A S E

The Fair Ticketing Alliance (FTA) has welcomed a report by the Competition and Markets Authority (CMA) that calls for stricter rules in secondary ticketing.

The 60-page release from the UK's competition watchdog says more should be done by the government to protect consumers, and that regulators need more powers to act against bad actors.

The CMA's report also says that marketplaces such as Viagogo and StubHub – and not just those selling tickets on them - should be held accountable for the accuracy of information given to consumers.

FTA president Stephen Lee said: "This is a detailed report by the CMA, and broadly speaking we welcome its findings. Protecting consumers should always be the focal point of any recommendations for change, and we're pleased to see the CMA agree with us on that.

"We've seen for a while now that simply relying on all traders to be honest and accurate doesn't work, and secondary sites like Viagogo and StubHub must do more to ensure the information presented to consumers is correct. Without change in that regard the continued bad practices of a few will continue to harm us all."

The report spells out several areas in the industry that the CMA says need to be addressed and suggests that new laws and even a new governing body could be setup in the longer term to oversee secondary ticketing.

But while a detailed review of ticket resale is welcomed, the FTA now wants to see the CMA go further in its oversight, and to tackle some of the less obvious areas that continue to cause consumer harm.

Lee added: "We would like to see this as a first step, and for the CMA to now go further and broaden the scope of their investigations to look at other areas of the industry that need reforming, and not just focus on the bad habits of rogue traders.

"Over the last few years, we've seen consumers targeted more and more by dynamic pricing, while at the same time given less choice over where, when and how they buy and sell their tickets by event organisers. Consumers are routinely given little or no information, before sometimes being asked to part with hundreds of pounds of their money by primary ticketing websites.

"It's impossible to genuinely improve the secondary ticketing marketplace in the interest of consumers, if you're not looking at the whole picture."

The FTA was founded in 2018 to speak out in the interests of consumers and responsible traders and to campaign for a responsible secondary ticketing market in the UK. We support the industry at grass roots level and work with regulators to help shape reform where it's needed.

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