



Department for
Business & Trade



Department
for Culture,
Media & Sport

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Department for Culture, Media and Sport
100 Parliament Street
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Rt Hon Liam Byrne MP
Chair, Business and Trade Committee

10 January 2025

Dame Caroline Dinenage MP
Chair, Culture, Media and Sport Committee

Dear Liam and Caroline,

**PUTTING FANS FIRST: A CONSULTATION ON THE RESALE OF LIVE EVENTS TICKETS
AND A CALL FOR EVIDENCE ON PRICING PRACTICES**

We are writing to inform you that, today, the Department for Business and Trade and the Department for Culture, Media and Sport have published a consultation on the resale of live events tickets and a call for evidence on pricing practices in the live events sector.

These publications support the delivery of our manifesto commitment to strengthen consumer protections for ticket resale, and our further commitment that fans should have clear and transparent pricing when purchasing tickets.

Consultation on the resale of live events tickets

The Government recognises that a well-functioning ticket resale market can play an important role: helping to redistribute tickets between genuine fans, allowing those who cannot attend an event to give an opportunity to others to get a ticket, while recouping some or all of their costs.

However, professional ticket touts are systematically buying up tickets on the primary market then reselling them to fans at hugely inflated prices, with none of the profits going back to the performer, venue or into the local economy. To address these issues, the Government is seeking views on a range of possible options, including:

- Limits on ticket resale such as via a price cap, making it illegal for tickets to be resold at more than a certain percentage above the original price; and fixed limits on the number of tickets that a seller can resell;
- Increasing the accountability of secondary ticketing platforms by placing a duty on them to ensure that information provided by sellers is accurate;
- Supporting the enforcement of existing consumer protection laws by updating provisions in the Consumer Rights Act 2015 to make enforcement more efficient and effective, including a licensing regime focused on resale platforms; and

- Encouraging industry-led actions to improve the transparency and accessibility of ticket sales, for example by phasing ticket distribution.

Call for evidence on pricing practices in the live events sector

The live events sector has adopted new approaches to selling tickets, including pricing strategies using new technologies. These practices are changing both how the system works and also the experiences of fans when they purchase tickets. It is important that fans are treated fairly and openly with timely, transparent and accurate information being presented ahead of sales, particularly when demand is high.

The call for evidence is seeking views to determine if there is a case for future intervention, specifically examining:

- How the ticketing market works in the UK, when and how tickets are sold using dynamic pricing; and other technologies used to sell tickets;
- If and how consumers have been impaired by a lack of transparency, for example the transparency and timeliness of information provided to inform purchasing decisions, and the extent of hidden fees, tiered pricing or pressure selling; and
- Whether the current legal framework provides sufficient protection, including whether gaps exist or if there is potential for new harms arising from emerging trends.

The consultation and call for evidence will be open for 12 weeks, closing on 4 April 2025, and we are encouraging responses from anyone with an interest in the issue, particularly fans, consumer advocacy groups, ticketing platforms, enforcement authorities and live events industry stakeholders.

The consultation and call for evidence can be accessed on GOV.UK.

- [Putting fans first: consultation on the resale of live events tickets](#)
- [Putting fans first: call for evidence on pricing practices in the live events sector](#)

Yours sincerely,



JUSTIN MADDERS MP

Minister for Employment Rights, Competition and Markets



SIR CHRIS BRYANT MP

Minister for Creative Industries, Arts and Tourism