

Rt Hon Liam Byrne MP
Business and Trade Committee
House of Commons
London SW1A 0AA

19 November 2025

Dear Liam,

**GOVERNMENT RESPONSES TO 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 the Department for Business and Trade and the Department for Culture, Media and Sport will today publish government responses to our consultation on the resale of live events tickets and call for evidence on pricing practices in the live events sector.

The government responses set out how we will deliver our manifesto commitment to strengthen consumer protections on the ticket resale market, and our further commitment that fans should always have clear and transparent pricing information when purchasing tickets for live events.

We greatly appreciate the interest your committee has taken in these matters to date, and we hope that you will welcome the government's announcements.

Government response to the consultation on the resale of live events tickets

After reviewing the evidence submitted through the consultation process, we will be announcing the following measures:

- A resale price cap which prohibits someone from reselling a ticket for more than the original ticket cost, inclusive of any unavoidable fees incurred during the original purchase.
- A separate cap on resale service fees, to ensure the price cap cannot be undermined by inflated fees, while providing a sustainable margin for resale platforms.

- Resale volume limits which make it unlawful for someone to resell more tickets for an event than they were entitled to purchase.
- Strict legal obligations on platforms to ensure compliance with the price cap, applied broadly to all online platforms facilitating resale of live events tickets.

We will enable enforcement of these new measures via the consumer enforcement regime established by Part 3 of the Digital Markets, Competition and Consumers Act 2024, which recently came into effect. This regime provides for tough financial penalties of up to 10% of global turnover, and expedited powers for the Competition and Markets Authority (CMA) to tackle certain consumer law breaches directly.

The government will legislate to implement these measures when parliamentary time allows.

Government response to the call for evidence on pricing practices in the live events sector

Overall, the responses we received revealed considerable frustration amongst fans about their experience of buying tickets for live events and suggested that there is scope for live events businesses to improve how they present pricing and other ticket information.

The government response makes clear that the ticketing industry must do better to earn the trust of the dedicated fans that sustain the live events sector. Businesses should carefully review [the CMA's recent findings on dynamic pricing](#), published on 20 June 2025, and ensure that their practices align with [the guidance](#) that the CMA has published alongside those findings.

The [outcome of the CMA's investigation into Ticketmaster](#) sends a clear signal to all ticketing platforms that fans must have access to clear and timely pricing information with accurate ticket descriptions, especially where there are different pricing models and queuing systems in use. Where businesses fall short of what is expected of them under the law, the CMA has powerful enforcement tools to ensure businesses can be penalised and brought into line.

Based on current evidence and given that price transparency is already enshrined in consumer law, the government does not intend to bring forward any new legislative proposals on pricing practices.

The government responses to the consultation and call for evidence will be published on GOV.UK later today.

Best wishes,



KATE DEARDEN MP
Minister for Employment Rights and
Consumer Protection



RT HON IAN MURRAY MP
Minister for Creative Industries, Media and
the Arts