



Culture, Media and
Sport Committee

Live and electronic music fans' charter



Celebration

Embrace live music not just for money-making but as a public good.



- The Department for Culture, Media and Sport should commission research to strengthen data on underrepresented live and electronic music genres, to better inform policy and funding decisions.
- Local authorities should ensure that cultural diversity in music is fully embedded within local music plans.
- The UK Government should work with regional mayors and local councils on mechanisms to support career paths into music across all genres. It should develop this strategy for music careers in collaboration with the industry and seek the support of the governments of the devolved nations for this work.
- Councils and cities that want to celebrate their local live music ecosystem should publish a music strategy, including outlining their involvement in cultural champion schemes such as the Music Cities Network, UK City/Town of Culture and UNESCO Creative Cities.
- The Department for Culture, Media and Sport should establish an annual, rotating roadshow that celebrates live and electronic music. This should be in addition to City/Town of Culture and look to celebrate local musical heritage in its location selection.

Ticketing

Treat fans with respect, providing transparency and ending rip off practices.



- Fans are concerned with the market dominance of large companies. The Competition and Markets Authority (CMA) should monitor the position that big corporations hold in the UK's live music industry, ensuring it is not detrimental to the fans.
- The Information Commissioner's Office should provide clarity around the sharing of fan data and issue relevant guidance for the live music industry as to the safe and transparent use of that data. It is important for artists and promoters to access the information they need to plan and promote shows and tap into local demand, all while protecting fans' data rights.
- The government should introduce legislation to ban the resale of tickets above face value without delay and ensure it is robustly enforced.
- Where strategies such as tiered pricing are used in the sale of tickets for live music events, they must be clearly communicated in advance and applied transparently. Following the CMA investigation the industry should continue to resist the introduction of dynamic surge pricing for gigs.
- The government should strengthen consumer protections by requiring clear, upfront information on refund policies and suitable insurance options at the point of ticket sale on online platforms.
- The live music industry, working in partnership with disability-led organisations, should standardise accessible ticketing across all platforms and providers, ensuring consistent booking processes and equal access to tickets, companion tickets, resale options and refunds for disabled fans.

Grassroots

Nurture grassroots and community live music for its own sake and as the incubator of future success.



- The music industry and local councils should work together to support mentorship schemes for emerging local promoters and venue operators.
- The UK Government should take powers in its forthcoming ticketing legislation to introduce a mandatory levy on larger events to redistribute resources to grassroots venues, festivals, promoters and emerging artists should the voluntary approach prove inadequate.
- Local authorities, venues, artists and fans should work together to maintain up-to-date local listings so audiences can easily find out what is happening in their area.
- Promoters, touring artists and managers should prioritise up-and-coming talent by providing platforms for emerging artists, including opportunities for local artists to perform live.
- Artists and managers should be encouraged and allowed in large venue contracts to play in smaller venues to strengthen local scenes and increase the visibility of grassroots spaces.
- The UK Government should embed the ‘agent of change’ principle in planning legislation in England. Following Scotland’s example, we would like to see the principle strengthened in law across the whole of the UK.
- Local authorities should encourage the temporary repurposing of unused buildings as live and electronic music spaces for cultural and community benefit. The UK Government in consultation with devolved governments should draw on best practice to establish clear national guidance to support consistency across local authorities.
- Local authorities should have a cabinet member with ‘music’ specified within their portfolio.
- The live and electronic music sector should adopt a presumption against the use of exclusivity practices such as ‘radius clauses’.

Safety

Prioritise protecting fans from harm of injury, crime, violence, harassment and discrimination at and around gigs.



- Venues, festivals and promoters should ensure clear, visible signposting and safe reporting mechanisms for fans who experience or witness harassment, assault or other safety concerns, including digital options such as QR codes.
- Venues and festivals should ensure consistent welfare and safeguarding training for all staff and volunteers.
- Third-party security firms should provide staff training to meet fans' safeguarding needs, including responding to sexual assault, disability awareness, and anti-discriminatory practice. The music industry and UK Government, in consultation with devolved governments, should work together to ensure a new level of accreditation is available.
- Venues and third-party firms should review their recruitment practices to ensure venue teams reflect the diversity of audiences.
- Fans organisations should work together with industry and local authorities to produce a fan-to-fan Code of Conduct that all fans should adhere to. This Code of Conduct should then be made clearly visible at every music venue and festival.
- Local authorities should coordinate with venues and events, especially smaller operators, to ensure fans are safe before, during and after live and electronic music events.
- Venues and local authorities should work closely with relevant public health services to provide access to harm reduction services, such as drug testing, especially at large scale events and festivals, and educational materials for staff and audiences around drug use and how to respond in emergencies. The Home Office should extend licensed drug checking services where this is shown to reduce harm to fans.
- Venues and festivals should provide safe, free drinking water at all events, in a variety of locations, including in non-bar areas.
- Venues, festivals and promoters should promote hearing safety as an important part of the live music experience. Ear plugs should be easily available for those who want them at all live and electronic music events.

Accessibility

Always think access for all and act accordingly.



- Where possible, venues should work towards allocating a minimum of 2% of their total capacity to wheelchair accessible spaces. Local authorities should ensure this target is part of planning requirements for new or refurbished venues.
- Promoters and artists should consider the access needs of audiences and accessibility of venues when booking shows and tours.
- The Equality and Human Rights Commission, in consultation with disability-led organisations, should provide clear guidance on what constitutes reasonable adjustments at live and electronic music events, both indoor and outdoor. We recommend a similar review of accessibility at live events in Northern Ireland to ensure disabled fans are not excluded.
- The UK Government and music industry bodies, in consultation with devolved governments, should commission disability-led organisations to develop a UK-wide disability access kitemark for all third-party providers, such as those supplying event infrastructure, security, training and ticketing. Venues and festivals should only use kite-marked providers.
- Where possible venues and festivals should encourage everyone on-site during a live event to adopt the principles of Stay Up Late's 'relaxed manifesto' to promote a respectful and inclusive experience for all.
- Venues should provide clear information about the layout of their premises, inviting regular feedback from fans as to where access improvements should be made. Where possible, we recommend venues provide virtual 'walk arounds' on their websites.
- Venues, festivals and promoters should commit to diverse programmes to ensure line-ups, spaces and timings reflect their communities.

Transport

Make live music a central part of transport policy and planning everywhere.



- The Department for Transport, in partnership with devolved governments, local authorities and transport operators, should commission research into late-night economy mobility gaps between cities, towns and rural communities.
- Local authorities and transport providers should work together with venues to display up-to-date and reliable transport information inside music venues and at festival information points and exits.
- Transport operators should ensure that accessible transport options are available for people with access requirements. Local authorities should review the provision of disabled parking around live and electronic music venues to ensure that supply meets demand.
- Local authorities and transport operators should coordinate to align late-night transport schedules with live and electronic music event and venue closing times.
- Venues, promoters, and ticketing platforms should develop and adopt an industry-wide standard for publishing clear stage start and finish times so fans can plan their journeys home in advance.
- Local live and electronic music networks, including promoters and venues, should explore the demand for earlier live music performance times and daytime events.

Voice

Listen, promote and support the voice of music fans of every genre.



- The government and music industry should establish and fund a Music Fans Association (MFA), similar to football, to enable greater fan representation in music policy, consumer rights, and decision making. The government should provide initial seed funding, with the music industry taking on the role of long-term funding partners.
- Local authorities should hold regular live and electronic music forums with fans, promoters, venue owners, musicians and agents to capture fan insights. Forums should be inclusive and accessible to all fans and encourage them to speak openly about their experiences.
- The government should commission an annual music fans' survey from 2027 to provide government, industry and other stakeholders with regular insight into live and electronic music fans. Each edition should include a rotating deep-dive into different genres to ensure underrepresented genres, groups and audiences are fully understood by government, industry and local authorities.