

RESALE & SCALPING



SCALPING

The practice of buying and reselling tickets for profit has always existed but, in the digital era, the scale of Scalping has increased substantially for a variety of reasons:



PROFESSIONAL SCALPERS

Acting together using sophisticated technology to harvest tickets to purchase tickets the minute they go on sale.



FANS ARE CONFUSED

As you may have experienced, Resellers are very cunning at giving the impression of being the Official Seller.

Typing in Tickets + Artist will generally lead to paid results directing Fans to highly priced tickets, when more affordable alternatives, at Face Value are available.



NEW REGULATIONS

Some States have recently proposed or introduced new laws to curb resale and Google has restricted the way resellers can advertise. While these are welcome changes, the risk of fraud in resale remains high. Resellers continue to list tickets without the Original Price, Seat Location or Proof of Authenticity. Policing this misleading online conduct remains difficult.

I THOUGHT MY RESALE TICKETS WERE GUARANTEED TO GET ME INTO THE EVENT?

No. The only way to 'guarantee' that you are able to attend your event is to purchase through the Official Seller, in this case Ticketek. Resellers may be able to offer a refund of your money after reviewing your complaint but cannot offer service through the Box Office.

Please be aware, the Venue has no obligation to honour tickets purchased via unauthorised re-sellers.

WHY CAN'T BOX OFFICE STAFF ASSIST ME?

As your tickets were not purchased through Ticketek, the Official Seller and operator of the Box Office, Staff do not have any record of your purchase or account. Where possible, Staff will attempt to sell you a new seat but are not able to resolve your Resale issue.

HOW DO I KNOW WHO THE 'OFFICIAL' TICKET SELLER IS?

The safest way to determine the 'Official' Ticket Seller is to search the Venue website.

In addition, be wary of the highest placed search results as these can often be paid ads for Resellers identified overleaf.

WHAT ARE THE BENEFITS OF PURCHASING THROUGH THE OFFICIAL TICKET SELLER?

When you purchase through Official Sellers, you pay a fixed price as determined by the Artist.

In addition, the ticket you purchase is 100% guaranteed and if something goes wrong, you are able to speak to Box Office Staff at the event.



HOW TO LODGE YOUR COMPLAINT AGAINST UNAUTHORISED RESELLERS

ticketmaster®
R E S A L E

1300 651 607
disputesmanager@ticketmaster.com.au
resale.ticketmaster.com.au

viagogo

viagogo.com/Help/Buyer/20?
viagogo.com

StubHub™

help@stubhub.com.au
www.stubhub.com.au

Queenoftickets 

queenoftickets.com/contacts
sales@queenoftickets.com
queenoftickets.com

**BUY ORIGINAL.
BUY SAFE.
BUY TICKETEK.**

