

TICKETING FRAUD

Getting tickets to see your favourite band, football team or theatre production can be extremely difficult as tickets sell out quickly. Criminals take advantage of this by offering tickets for sale that do not exist or are fake.

Most event tickets are sold via reputable websites operated by promoters, the event venue or other official agents. Many tickets are also offered for sale on secondary resale sites. Fraudsters set up fake ticket sales websites, place adverts on secondary resale sites or use social media to sell tickets they do not have.

Once a payment is made, you will either not receive the tickets, or the tickets you receive will be fake or non-transferable. When you arrive at the venue you will not get in.

Some tickets are non-transferable and can only be used by the person who initially purchased them. In many cases, unauthorised resale of these tickets is illegal.



TYPES OF FRAUD

How to protect yourself

- ⚠ Buy tickets from the event promoter, venue box office, official agent or a reputable ticket exchange site or app.
- ⚠ Where possible, pay for tickets using a credit card as this offers additional financial protection.
- ⚠ Be suspicious of requests to pay by bank transfer.
- ⚠ Be wary of paying for tickets where you are told someone will meet you at the event with your tickets as they may not arrive.
- ⚠ If the retailer is a member of the Society of Ticket Agents and Retailers (STAR), you are offered additional protection if something goes wrong. If a website shows their logo you can check they are really a member on www.star.org.uk.
- ⚠ For further information on buying tickets safely visit the STAR website.

REMEMBER

The site you are using could be fake.

CAUTION

Use your credit card to pay, this could offer you additional protection.

THINK

How can I check the tickets are real?

