

Media Release



Government of South Australia

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Code of Practice to curb ticket scalping

The Commissioner for Consumer Affairs, Mal Hemmerling, today released a draft Code of Practice for ticket sales and scalping.

"I am concerned that many people spend a long time on the phone or internet trying to book tickets but miss out because scalpers have beaten them to it. "

"South Australians deserve to be able to book through the genuine ticketing office and pay the normal fee. They should not have to make the choice between paying a higher fee to a scalper or missing out on the event altogether.

"Ticket scalpers create an unfair sales environment and it is the genuine fans who lose out."

The focus of the draft Code is to ensure that consumers have better information about events, seating arrangements, the terms and conditions associated with tickets, and the risk of buying scalped tickets.

"The only way to fix this problem is to inform people of the risks of purchasing from a ticket scalper and encourage the industry to take a stand and make it fair for everyone."

"The Code will provide that if ticket sellers permit the resale of tickets, they should take steps to ensure that tickets are not sold at more than the face price, and to implement measures to identify known scalpers and limit their access to tickets."

The draft Code also requires ticket sellers to put warning notices on tickets, internet sites, recorded messages and in sales areas alerting consumers to the risks of ticket scalping. These risks include being denied entry to the event, getting the wrong seats, not being able to obtain a refund or exchange if the performance is cancelled, and being in breach of the ticket conditions and venue policy.

Comments on the draft Code are due by 14 February 2008. For further information or a copy of the draft Code visit www.ocba.sa.gov.au