

Media Release

The Hon Danny Pearson MP
Minister for Government Services
Assistant Treasurer
Minister for WorkSafe and the TAC
Minister for Consumer Affairs



Wednesday, 4 January 2023

AVOIDING SCAMS AND SCALPING ON TICKET RESALES

As fans enjoy a packed summer of major sporting and music events, the Andrews Labor Government is reminding Victorians to take precautions when purchasing their tickets.

The warning comes after Consumer Affairs Victoria received more than 1100 reports about event ticketing and ticket resales in the 2021–22 financial year.

Some Victorians reported overpaying for tickets on resale websites they could have purchased through the official ticketing outlet for a lower price.

Patrick from Glenroy lost more than \$600 after purchasing tickets from a resale website that were never delivered and were selling for much less through a legitimate reseller.

Others have reported being turned away from events because the ticket they purchased was not legitimate.

Victorians who purchase tickets to an event in Australia are protected by Australian Consumer Law, which requires online ticket resellers to clearly disclose that they are a reseller and include the original price of the tickets they are reselling.

Secure online transactions through the official ticketing outlet are the safest way to purchase tickets, however missing out on an event can be disappointing.

If Victorians choose to purchase tickets through a resale website, they should:

- keep electronic records of the purchase like receipts, emails and bank records in case a chargeback needs to be lodged later
- read the terms and conditions of the website before purchasing the ticket
- research the resale website by reading online reviews, forums or feedback, or speaking with family and friends
- search the reseller's Australian Business Number (ABN) to determine if they are a registered business.

Anyone who believes they may have been caught up in a ticketing scam should contact Consumer Affairs Victoria for advice on 1300 55 81 81 or via consumer.vic.gov.au/generalenquiry.

Quotes attributable to Minister for Consumer Affairs Danny Pearson

"I urge everyone to do their research to ensure resale sites are legitimate before purchasing tickets and avoid the pain of missing out on an event you've been looking forward to."

"All event organisers and ticketing agencies should have contingency plans and understand their obligations if things don't go as expected."

"Victoria is the nation's events capital – no one should miss out on our unrivalled offering for live sport and music because of a scammer."

Media contact: Mike Dolan 0474 909 471 | mike.dolan@minstaff.vic.gov.au