

STOP unauthorised
sellers



WHAT YOU NEED TO KNOW

WHAT IS SCALPING ?

The practice of buying and reselling tickets for profit.

This has always existed but in the digital era, the scale of scalping has increased substantially.

WHAT IS RESALE ?

The sale of a thing previously bought.

There are various unauthorised resale sites who provide sales platforms for individuals to resell event tickets anonymously at inflated prices. Generally they are listed in the top four searches on the internet above the official ticketing agent. They masquerade as being affiliated with Artists, Teams & Venues to fans who innocently search for tickets on-line. The original ticket face value, exact seating allocation or information about seating restrictions are rarely provided at the time of purchase.

MOST COMMON UNAUTHORISED RESALE SITES TO BE AWARE OF:



WHO IS A PROFESSIONAL SCALPER ?

An operator [individual or company] who uses sophisticated technology to harvest tickets from the official ticketing agents the minute tickets go on-sale. Scalpers rob tickets from real fans denying them the chance to purchase at face value, then resell them at inflated prices several times over the face value on these unauthorised resale sites. Please be aware that scalpers will also list tickets for sale that don't exist or sell multiple copies of the same ticket. In both these cases, patrons are unaware they have been scammed until they turn up at the venue and are denied entry.

WHY IS THERE A LACK OF REGULATION ?

There is limited consumer protection legislation to prevent the scalping of tickets in Australia. Legislation in Stadiums Queensland Venues (Major Sports Facility Act 2001) was introduced to protect consumers against scalping, making it illegal to sell or buy tickets over 10% of the ticket face value. For more information on ticket scalping legislation related to Stadiums Queensland Venues, please visit www.stadiums.qld.gov.au

To find out if similar legislation applies in your State, check with your venue or local government websites.

I'M CONFUSED, HOW CAN YOU TELL WHO IS THE OFFICIAL SELLER ?

Resale websites are very cunning at giving the impression of being the official seller. When searching for tickets online, typing the Tickets + Artist will generally lead to paid listings which direct fans to highly priced tickets when more affordable alternatives at face value are often available. The safest way to determine the "Official" Ticket Seller is via the Promoter and/or Venue websites and social media platforms.

I THOUGHT MY TICKET 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. The official ticket seller for the Brisbane Entertainment Centre is Ticketek - www.ticketek.com.au

Buyers Beware - the venue has no obligation to honor tickets purchased via unauthorised sites

WHY CAN'T THE BOX OFFICE ASSIST ME AT THE EVENT ?

If your tickets were not purchased through the Official Seller, staff will not have any record of your purchase or account. Where possible, staff will attempt to sell you a new seat (if available) but will not be able to resolve your resale issue. The Box Office staff are there to assist as we do not wish to disappoint anyone who arrives at the venue with what they believe is a legitimate ticket. We understand patrons will be disappointed, inconvenienced and out of pocket looking for assistance. However, please be aware any abuse or bad behavior directed at any staff member when being told they cannot assist will not lead to any outcome.

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

When you purchase through the Official Ticket Seller, you pay the real price as determined by the Artist & Promoter. In addition, the ticket you purchase is 100% guaranteed and if something goes wrong, you are able to speak to the staff to get it resolved. In the unlikely event of a cancelled show, your ticket purchase will be automatically refunded to you with minimal fuss. If you have purchased a resale ticket, you will need to contact the reseller direct to seek your refund.

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