

**FAKE TICKETS ON TICKET EXCHANGE SITES****MEDIA RELEASE****BERN, 15. NOVEMBER 2021****Nasty scams involving ticket sales**

**Following a long hiatus, a wide range of cultural events are back on. As circuses pitch their tents, sports venues fill up, and fans make their way to concerts to sing along with their idols, an event ticket might seem like the ideal Christmas present for your nearest and dearest, but look out as this will be a field day for ticket scammers.**

It's not always easy to get your hands on a hot ticket. If you search for your favourite event on Google, the top search results won't automatically feature a licensed ticket sale company, but often what are known as secondary marketplaces, which are not authorised ticket sellers.

These platforms are not official ticket sellers, but ticket exchange sites. In other words, these platforms only officially act as an agent between buyers and private sellers, who remain anonymous to the buyer.

What are the issues with this?

- Tickets are in some cases massively overpriced
- Children's tickets are knowingly sold to adults, and are then unusable
- The seats or places may be in a lower category than what the customer ordered
- The customer never even receives their ticket
- Events are described as 'nearly sold out' to artificially drive up prices
- Customers have to pay excessive processing and delivery fees
- print@home tickets are altered

For example, a case involving print@home tickets occurred in October this year. A family had bought four VIP tickets for the Circus Monti on a secondary marketplace. The person checking the tickets on the door noticed that the print@home tickets looked virtually identical to the tickets from the official partner, Ticketcorner, so sent them to be checked. The check revealed that the tickets had indeed originally been from Ticketcorner. But they had been changed in such a way that the order number and logo had been deleted and the price of CHF 55.80 had been increased to CHF 80. While the customer was able to watch the show, they had paid an excessive price for the tickets plus additional booking fees. Instead of the official CHF 220, they paid more than double that. This is particularly annoying as the official, licensed ticket seller would still have had tickets available in all categories.

To protect yourself as a consumer from something like this, here are some tips when buying tickets:

1. Preferably buy your tickets from the official ticket offices or platforms that are authorised by the organiser – these will be listed on the event organiser's website.
2. Never buy tickets offered before the date that tickets officially go on sale.



3. Don't choose the first provider that appears in the list of web search results as these are often paid listings.
4. Check the availability of seats and the actual ticket price before buying a ticket via a secondary marketplace.

**STOP PIRACY** is the Swiss anti-counterfeiting and piracy platform. The non-profit organisation works to educate and raise awareness among consumers as well as promote cooperation between the business community and the authorities. STOP PIRACY provides the general public with facts, analyses and information about the risks of counterfeiting and piracy, and what lies behind it.

### **STOP PIRACY Swiss Anti-Counterfeiting and Piracy Platform**

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