

Avoid ticket scams this summer

15 April 2024



Residents are being warned to be aware of online ticket scams that are catching out eager concert-goers ahead of the summer.

Surrey Trading Standards is pleased to announce the launch of a campaign aimed at curbing event ticket fraud across both counties. With a number of residents falling victim to deceptive practices when purchasing event tickets online, this initiative seeks to protect residents from financial loss and disappointment.

Event **ticket fraud** involves unscrupulous individuals exploiting the high demand for tickets to concerts, sporting events, and other popular attractions. Fraudulent practices include the sale of counterfeit tickets, non-existent tickets, and tickets with inflated prices. Such schemes not only result in financial losses for consumers but also tarnish the reputation of legitimate event organisers and venues.

Surrey Trading Standards has already witnessed online scammers attempting to exploit people wanting to see concerts by Taylor Swift, and the Foo Fighters. Future scams may include Glastonbury and sporting events such as Wimbledon and this summer's Paris Olympics.

Steve Ruddy, Head of Trading Standards at Buckinghamshire and Surrey Trading Standards said: *"Music and sports fans are at*

risk of huge rises in online ticket fraud. Criminal activity selling fake tickets is becoming more and more prevalent online and we urge people to avoid disappointment by being cautious when purchasing tickets for all sporting and music events.

“Ticket fraud not only harms consumers financially but also undermines trust in the marketplace. Our campaign aims to empower our residents with the knowledge and resources they need to make informed ticket purchases. By raising awareness, we can create a safer environment for consumers to enjoy live events across Buckinghamshire, Surrey and beyond.”

Tips for purchasing event tickets online

- Only buy direct from legitimate ticket sites
- Always use a debit or credit card when you buy tickets online (not bank transfer). This helps to protect your money should something go wrong
- Be extra cautious when purchasing tickets advertised by individuals on social media Fraudsters use social media to advertise tickets that don't exist. If you're looking for a ticket, always search for it yourself from a trusted source
- Low prices and seemingly great deals are often used to disguise scams. However, if demand for tickets is high or an event is sold out, fraudsters can charge more to trick desperate buyers
- Check the details of the site you are buying from and before entering payment ensure the web address starts with https and that there's a padlock icon in the browser bar
- Check the vendor is a member of the **Society of Ticket Agents and Retailers (STAR)**

Residents are encouraged to report their concerns about event ticket fraud to the **Citizens Advice consumer service** on 0808

223 1133. The helpline takes all enquiries on behalf of Trading Standards across England and Wales and will pass the report to the relevant Trading Standards team.

Alternatively, if you have been a victim and lost money, please report to Action Fraud at **actionfraud.police.uk** or by calling 0300 123 2040.