



FANFAIR

Been ripped off by an online ticket tout? **Claire Turnham's Self-Help Guide for Secondary Ticketing Refunds**

All so-called secondary ticketing platforms, such as **Viagogo**, **StubHub**, **GetMeIn!** and **Seatwave**, state they have a cast iron guarantee policy – and that “if a problem arises” for a buyer, then they will step in to provide comparable replacement tickets or a refund.

This all sounds good in practice. However, many people appear to encounter problems when using at least some of these platforms.

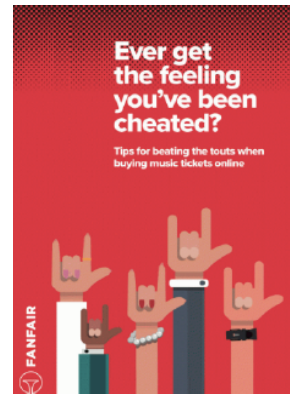
For instance:

- not receiving tickets
- the ticket received was invalid, or not the ticket the buyer thought they purchased
- buyers feel misled, thinking they were buying from a primary vendor, or by the costs and service fees
- buyers feel they were not provided with full upfront terms and conditions of the ticket, or relevant details about restrictions – including resale restrictions

On top of this, it is often hugely frustrating – and particularly it seems with **Viagogo** – to locate a customer service representative

and make the case for a refund.

FanFair Alliance always recommends that would-be ticket buyers ***only*** purchase from an authorised primary company – ie one who has been given an allocation of tickets by the artist or promoter - or a face value reseller. **For more on this, please download our free online guide.**



However, if you do have concerns about a ticket you have purchased from an unauthorised secondary site, there are proactive steps you can take.

Claire Turnham started the **Victim of Viagogo #VofV** Facebook group in February 2017 and has successfully helped fans claim back thousands of pounds.

Claire has helpfully provided the following tips for **UK ticket buyers** looking for redress with Viagogo in particular - although they can be adapted for complaints with any other secondary ticketing site.

This advice is not guaranteed to work, but we are hearing of more and more people using this advice and gaining refunds or chargebacks from their bank.

IMMEDIATE STEPS

Contact Viagogo directly – raise a complaint & request a full refund

Tel: 020 31376080

customerserviceuk@viagogo.com

You may not get through to a person, but be prepared to contact them repeatedly by email and send messages through their online help centre.

Contact @viagogo over social media

Set up a Twitter account. You may have more luck by making your

complaint 'public'. Ask Viagogo to follow you so you can Direct Message them.

Contact your bank or credit card company asap

Make them aware of your experience and the complaint you've made.

If you think you've been a victim of fraud or criminality

Contact **Action Fraud** – who will give you an NFRC reference number. Cancel your credit/debit card – and continue to check for any future unauthorised payments on your account.

Contact your bank/card provider to raise a complaint and & request a chargeback (see below).

NEXT STEPS

Contact Citizens Advice

Call your local **Citizens Advice** to make a complaint. They should raise a case number and send it to you local Trading Standards, the body tasked with enforcing UK consumer law relevant to secondary ticketing.

Persevere

Log into your Viagogo account and check for notice of cancellation of tickets and notice of refund - be aware you may receive no response, or an unsatisfactory response.

If your order is reviewed and Viagogo say they are unable to offer you a refund. **Please be aware that you do not have to accept this situation.** Instead, write to them again. Restate your claim, and the reasons for your complaint.

Do not re-list your ticket!

Do not accept any invitations to "resell" or "relist" your ticket. You will end up paying more fees, and repeat the cycle for someone else. It will also be harder to claim your refund.

Keep a record

Keep records of all your correspondence, take screenshots and gather documentary evidence in support of your refund claim.

Email victimofviagogo@gmail.com

Please send us your name, your contact details and an outline of your complaint.

CHARGEBACKS

A chargeback is a process which allows for debit and credit card holders to get their money back, if they believe the goods they purchased are damaged, different from those described or didn't arrive.

A chargeback isn't a right or law – they are not guaranteed - but it is a way your bank may be able to help you. For more information, please check out [this](#) useful information page from **Which?** and [here](#) from **Money Saving Expert**.

Begin the process with your bank or credit card company, and write to Viagogo stating that you are filing a claim for a chargeback. If your complaint is for “unclear pricing” use Reason Code 80.

You will need to support your chargeback claim with correspondence and evidence so the bank/card provider can see you have already taken reasonable steps to resolve your issue yourself.

If your bank is unhelpful ask to speak with a supervisor or manager.

If you are unsatisfied with your bank, or their chargeback is unsuccessful, you can ask the **Financial Ombudsman Service** (FOS) to investigate your case.

The FOS have provided us with the following statement to better explain what they do:

If you've paid for something using a credit or debit card you can complain to your card provider if there's a problem. For example, you might have bought tickets that turn out to be invalid, or more money was taken from your account than you authorised.

You should complain to your card provider as soon as you can, and they've then got eight weeks to respond to you. If you're unhappy with their final response to your complaint, you can contact the Financial Ombudsman Service - a free, independent body set up by Parliament to sort out disputes involving financial services and products – including credit or debit cards. You need to do this within six months of receiving the final response from your card provider. You can contact the Financial Ombudsman Service by phone on 0800 023 4567 – or [online](#).

ESCALATE

Know your rights

Read the relevant sections of the **Consumer Rights Act**, and ask whether you were provided with the full information about your purchase – such as the original face value, details about seat location or any restrictions to the use of the ticket.

Increase your knowledge

Read some of **these** media articles about secondary ticketing, as well as online reviews such as **these**.

Get active on social media

Stand up and speak out to help others and create wider awareness of the issues. Put your complaint out there on Twitter and Facebook – using the hashtags **#VofV** & **#fairgogo** to connect with others.

Contact the Competition & Markets Authority (CMA)

The CMA is currently investigating suspected breaches of consumer protection law in the online secondary ticketing market. Email information about your case to **this** address.

Contact your MP

Find out who your local MP is **here** and write to them. In the last

Parliament, the **Culture, Media & Sport Select Committee** held two evidence sessions about “ticket abuse”. Politicians are becoming more aware that their constituents are falling victim to secondary ticketing.

Concerned about the safety of your data?

If you are worried about your data or bank account details, or that they have not been handled securely when buying tickets, then contact the **Information Commissioners Office**.

Contact consumer groups

Which? have run a number of recent campaigns about secondary ticketing. You could also contact popular online blogs such as **Money Saving Expert**.

Seek legal advice

You also have the option of taking your case to a small claims court. Also, it is worth checking your household insurance to see whether your policy includes free legal advice, or finding a solicitor who offers a free initial consultation. Before taking this action you are advised writing a **Letter Before Action**.

And finally...leave a message on the **FanFair Alliance website and “Have Your Say”.**

For more information about **FanFair Alliance** and our campaign against industrial-scale online ticket touting:
www.fanfairalliance.org.uk