

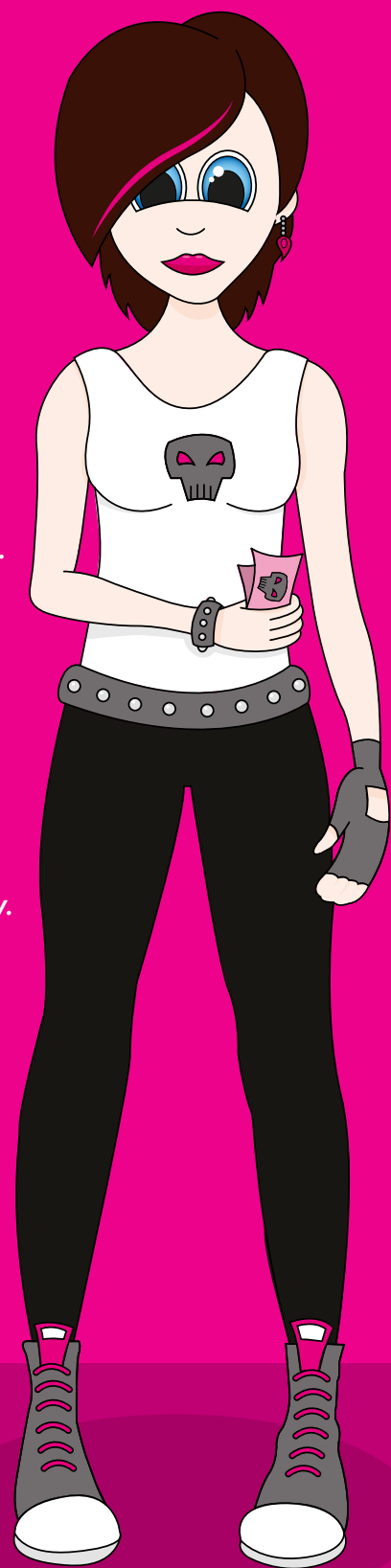
Ticketing Scams

Be smart like Daisy and buy your tickets safely

Thinking about buying tickets for your favourite band, sport or festival?

Things to consider

- **Is the event being advertised as "sold out"?**
How did the seller get the tickets and do they really have them for sale? Beware of sellers who want to meet you at the event!
- **Where is the company's office?**
Is it a real office or a 'virtual' one? Search online and see what comes up.
- **Does the company have a UK landline?**
The website must have a standard rate number for customer service.
- **Are there customer reviews?**
Check online to see what others are saying about the website.
- **Ask questions.**
Questions can be as simple as 'when will the tickets be dispatched' and 'what type of ticket you are buying', if you're unsure, ask before you buy.
- **Read the terms and conditions.**
Always read the small print, particularly on unfamiliar websites.
- **Football ticket reselling is largely illegal.**
If you're buying football tickets, be aware that it's illegal to re-sell most football tickets. Clubs may refuse you entry if you have bought someone else's ticket.
- **Pay for tickets by credit card.**
The card issuer will be responsible for refunding you if you don't get the ticket. (as long as the price of the single ticket is more than £100).
- **Is the payment page secure?**
When paying on-line make sure that the payment pages are secure. Look for a padlock symbol in the address bar and 'https' in the website address.



If you want advice on buying tickets safely or if you want to report a scam or need advice on tickets you have bought please contact the **Citizens Advice Consumer Service on 03454 040506.**