



Matt Kean
Minister for Innovation and Better Regulation

MEDIA RELEASE

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MAJOR TICKET SCALPING REFORMS TO COMBAT PRICE GOUGING AND PUT CONSUMERS FIRST

Tough new ticket scalping reforms will help stamp out dodgy price gouging practices in the live entertainment industry, Minister for Better Regulation Matt Kean announced today.

Mr Kean said the proposed reforms would put consumers first and stop tickets from being swept up and resold at grossly inflated prices on the secondary market.

“I’m sick and tired of consumers being taken for a ride by shonky operators looking to make a quick buck at the expense of ordinary fans,” he said.

Mr Kean said the new provisions would stop anyone from reselling a ticket to a NSW event for more than the original sale price, plus the associated transaction costs.

“Those costs would also be capped at a maximum of 10 per cent of the initial sale, which means absolutely no ticket to a NSW sporting or entertainment event should be resold for more than 10 per cent above its original price,” he said.

“We understand there may be legitimate reasons why people wish to on-sell event tickets, but we won’t tolerate the often exorbitant prices they’re listed online for.

“These reforms are about making tickets more accessible to the real fans that deserve to be able to enjoy their favourite sport or artist at a live event.”

Mr Kean said the proposed Amendments to the *Fair Trading Act 1987* would also include:

- In an Australian first, outlawing the use of “bots” – security manipulation software that allows ticket scalpers to buy tickets in unauthorised high quantities;
- Cracking down on advertising, or hosting advertisements, for tickets that breach the new resale laws; and,
- Fostering greater transparency in the primary market by giving the Minister the power to require event organisers to publicly disclose the number of tickets available for sale to major NSW events.

“The reforms also aim make it clear that tickets resold within the new laws should not be cancelled by event organisers or venues simply because the ticket has been acquired in the secondary market,” he said.

A Bill is being prepared to put before Parliament as part of a suite of ‘Consumers First’ reforms by the state government.

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ADDITIONAL STAKEHOLDER RESPONSES:

“We applaud Minister Kean and the NSW Government for showing leadership and initiative to assist in protecting fans from ticket scalpers,” said **Cricket Australia Chief Executive Officer, James Sutherland**.

“These important reforms will improve the ability of our team to act on any tickets being scalped to cricket events in NSW.

“For events such as the Ashes, we know that tickets are in high demand and these reforms send a very clear message to those who try to take advantage of the system and scalp tickets at inflated prices, that we will identify and cancel tickets in accordance with our terms and conditions.”

“Our message to all fans is to not support this practice of buying from scalpers. We want genuine fans to be able to enjoy our events and only pay the price advertised,” said Mr Sutherland.

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NRL Chief Executive Officer Todd Greenberg said the new package would protect Rugby League fans from unscrupulous scalpers.

“We do all we can to ensure that we have affordable tickets for all our matches, including the Grand Final and State of Origin matches,” Mr Greenberg said.

“The last thing we want to see is people buying those lower priced tickets – and then re-selling them for a higher price to make profits.

“So these new are just what we need to ensure fans pay the right price to see our best Rugby League games.”

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FFA Chief Executive Office David Gallop AM said football has a significant and growing fan base in NSW.

“Whether it’s a Grand Final in the Westfield W-League or Hyundai A-League, a vital World Cup Qualifier for the Caltex Socceroos or a sold out Westfield Matildas match, its important that Government and Sport work together to protect the interests of fans,” Mr Gallop said.

“These proposed reforms do just that and FFA welcomes their introduction.”

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“The proposed ticket scalping reforms will protect all AFL fans who attend the Toyota AFL Premiership Season in NSW,” said **AFL NSW/ACT Chief Executive Officer, Sam Graham**.

“We commend the Government on leading the country with these reforms, which will put consumers first and uphold the integrity of our great game,” he said.

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“ARU applauds the Government for these initiatives which are taking a step up in protecting fans and sports from ticket scalpers,” **ARU Chief Executive Officer, Bill Pulver** said.

“The reforms will go a long way to cleaning up the industry by targeting the bots, enforcing a cap on the resale market, and ensuring greater transparency on ticketing to stop the alarming rise in fans being severely ripped off by resellers on major sporting events.

“When it comes to the big finals, the Bledisloe Cup and the Lions Tour, Rugby fans will know that they are getting a fair deal as far as access to tickets as well as price.”