

## QUESTIONS TO CONSIDER WHEN BUYING TICKETS

### Making an informed choice

When buying a ticket it is important to be clear what you are being sold and that you have enough information to make an informed choice. Do you know:

- what type of seat/ticket you are buying?
- if the price you are being asked to pay is a fair one or the best available?
- what your rights are if things do not go according to plan and who to complain to?

The following are questions you should ask yourself when buying a ticket:

### Price

- is this the cheapest price I can pay?
- can I buy the ticket elsewhere?
- can I buy the ticket without paying additional fees (for instance from a box office)?

### Quality

- is there an indication of what type of ticket am I buying (stalls/balcony/restricted view)?
- is the face value of the ticket shown?

## **Delivery**

- do I know when I will get my tickets?
- will my tickets be sent to me or will I have to collect them?

## **Problems**

- what happens if my tickets don't arrive?
- what happens if the event is cancelled? Do I get my money back?
- what happens if the location or date of the event changes? Do I get my money back?
- what happens if I can't make the event? Will they refund me or offer to re-sell my ticket?

## **Your rights**

Ticket sellers are legally required to:

- provide price information in advertising that does not, or is not likely to, mislead
- provide clear, honest and unambiguous price information at the point of purchase
- confirm seat location
- despatch tickets in time to attend an event
- refund all monies paid or provide a substitute for indoor events cancelled by an events promoter or producer where tickets have been bought by phone or via the internet

Remember, when buying tickets over the internet cancellation rights that you have when purchasing other goods are not available. However, you are still entitled to a refund if the supplier fails to perform the contract.