

Ticket Scalping

Major Events Act 2009

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Ticket scalping provisions under the Major Events Act 2009 protect fans from being ripped off by ticket scalpers and ensure that tickets to major events are available for everyone. It protects fans by making it illegal to advertise or sell tickets for more than 10 per cent about the original price of the ticket.

Recent changes have also provided greater transparency for consumers when purchasing individual tickets and authorised ticket packages.

2022 amendments to the Major Events Act 2009

The amendments prohibit a person who is not authorised in writing by a declared major event organiser to sell tickets for a major event within a package that includes other tickets, goods, or services.

These amendments make it easier for people to buy tickets with confidence. You can identify an authorised ticket package seller for declared major events because in advertisements they will include:

- Their name
- ABN/ACN
- A statement that they are authorised by the event organiser to sell ticket packages.

You can also check the event organiser's website for a list of authorised ticket package sellers.

Reselling tickets to a declared major event

People reselling tickets to declared major events now need to provide ticket and seating details in their advertisements. This will ensure greater transparency for buyers on the secondary market.

When advertising a ticket for resale you need to include the following details:

- The original price displayed on the ticket
- The intended resale price
- Seat location details of the ticket

Major Event Ticketing Declaration

The Minister for Tourism, Sport and Major Events is able to make a major event ticketing declaration for major international, national or state level events.

It is a requirement where a major event ticketing declaration has been made for the event organiser to ensure that the ticket purchase price is displayed on the face of the tickets. This is to ensure that the primary cost of the ticket is clearly identified to consumers should the ticket be resold on the secondary market (for no more than 10% above the face value of the ticket).

Authorised Ticketing Officers

Authorised Ticketing Officers (ATO) have the equivalent powers to that available to police officers under the ticket scalping provisions of the Act, to support Victoria Police in the enforcement of the Act.

ATOs may be present in and around venues to enforce the legislation.

ATOs are able to issue infringement notices with penalties ranging from \$908 up to \$545,220 depending on the nature of the offences. ATOs can also commence court proceedings against major offenders if authorised by the Secretary of DJPR.

Further details on the new legislation can be found at vic.gov.au/ticketscalping

Authorised by the Hon. Martin Pakula, Minister for Tourism, Sport and Major Events
Department of Jobs, Precincts and Regions
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