



Consumer Rights Act 2015

2015 CHAPTER 15

PART 3

MISCELLANEOUS AND GENERAL

CHAPTER 5

SECONDARY TICKETING

90 Duty to provide information about tickets

- (1) This section applies where a person (“the seller”) re-sells a ticket for a recreational, sporting or cultural event in the United Kingdom through a secondary ticketing facility.
- (2) The seller and each operator of the facility must ensure that the person who buys the ticket (“the buyer”) is given the information specified in subsection (3), where this is applicable to the ticket.
- (3) That information is—
 - (a) where the ticket is for a particular seat or standing area at the venue for the event, the information necessary to enable the buyer to identify that seat or standing area,
 - (b) information about any restriction which limits use of the ticket to persons of a particular description, and
 - (c) the face value of the ticket.
- (4) The reference in subsection (3)(a) to information necessary to enable the buyer to identify a seat or standing area at a venue includes, so far as applicable—
 - (a) the name of the area in the venue in which the seat or standing area is located (for example the name of the stand in which it is located),
 - (b) information necessary to enable the buyer to identify the part of the area in the venue in which the seat or standing area is located (for example the block of seats in which the seat is located),

Status: Point in time view as at 01/12/2022.

Changes to legislation: Consumer Rights Act 2015, Section 90 is up to date with all changes known to be in force on or before 04 September 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

- (c) the number, letter or other distinguishing mark of the row in which the seat is located,^{F1}...
 - (d) the number, letter or other distinguishing mark of the seat^{F2}, and
 - (e) any unique ticket number that may help the buyer to identify the seat or standing area or its location.]
- (5) The reference in subsection (3)(c) to the face value of the ticket is to the amount stated on the ticket as its price.
- (6) The seller and each operator of the facility must ensure that the buyer is given the information specified in subsection (7), where the seller is—
- (a) an operator of the secondary ticketing facility,
 - (b) a person who is a parent undertaking or a subsidiary undertaking in relation to an operator of the secondary ticketing facility,
 - (c) a person who is employed or engaged by an operator of the secondary ticketing facility,
 - (d) a person who is acting on behalf of a person within paragraph (c), or
 - (e) an organiser of the event or a person acting on behalf of an organiser of the event.
- (7) That information is a statement that the seller of the ticket is a person within subsection (6) which specifies the ground on which the seller falls within that subsection.
- (8) Information required by this section to be given to the buyer must be given—
- (a) in a clear and comprehensible manner, and
 - (b) before the buyer is bound by the contract for the sale of the ticket.
- (9) This section applies in relation to the re-sale of a ticket through a secondary ticketing facility only if the ticket is first offered for re-sale through the facility after the coming into force of this section.

Textual Amendments

F1 Word in s. 90(4)(c) omitted (6.4.2018 for E.W.S.) by virtue of [Digital Economy Act 2017 \(c. 30\)](#), **ss. 105, 118(6)**; [S.I. 2018/382, reg. 2](#)

F2 S. 90(4)(e) and word inserted (6.4.2018 for E.W.S.) by [Digital Economy Act 2017 \(c. 30\)](#), **ss. 105, 118(6)**; [S.I. 2018/382, reg. 2](#)

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