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## ACCC takes Viagogo to court

28 August 2017

Dear Member,

Today, the ACCC announced that it has commenced legal proceedings against ticket resale website, Viagogo. The ACCC alleges that Viagogo has breached Australian Consumer Law by:

- failing to disclose unavoidable fees and charges upfront in the ticket pricing
- making representations on its website that tickets to certain events were scarce and likely to run out soon, without disclosing that this “scarcity” referred to tickets on its website only
- misleading consumers to believe it is an authorised ticket seller through the use of the word ‘official’ in search engine advertisements such as Google.

The ACCC’s full media statement can be found [here](#).

In addition, the NSW, QLD and WA governments made announcements over the weekend warning consumers against buying tickets through Viagogo.

The **NSW** announcement can be found [here](#).

The **QLD** announcement can be found [here](#).

The **WA** announcement can be found [here](#).

### Resources

LPA has produced the following resources that you can use to educate consumers about the ticket resale market.

- [Safe Tix Guide – Buying Tickets Safely and Securely](#)
- [Consumer Guide – Buying and Selling Tickets in the Ticket Resale Market](#)

### For more information

If you have any queries related to the ticket resale market, please contact **Kim Tran**, Director, Policy & Programs on 03 8614 2000 or [ktran@liveperformance.com.au](mailto:ktran@liveperformance.com.au).



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