

FOI Ref

11854

Response sent

16 Nov 2022

(CCC) Events

The Council is aware that tickets have been advertised at vastly inflated prices as recently as the Ricky Gervais show. Please kindly advise me what action, if any, has been taken by the Council in this instance, and how many accounts have been closed? Please accept this as a FOI request

Response

The actions we take as a box office are

Monitor resale sites (resources permitting)

Contact the account holders of any ticket we can identify explaining that they have broken the t&c's of sale

Decide what action should be taken. In most cases this is disable the persons account with us and cancel the tickets

We don't keep a record of the accounts we suspend and there are different outcomes for each case.

These are the accounts of private individuals not other customers transactions.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to foi@cambridge.gov.uk