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### INFORMATION NOTE

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From: General Secretariat of the Council  
To: Council

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Subject: Consumer protection in relation to resale of tickets to culture and sport events with the aim of profit  
*- Information from the Danish delegation*

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Delegations will find attached an information note from the Danish delegation on the above subject, which has been put on the agenda under 'Any other business' for the next Education, Youth, Culture and Sport Council meeting on 26 and 27 November 2018.

**Consumer protection in relation to resale of tickets to culture and sport events with the aim of profit**

A number of organizers of concerts and sport events, representatives of venues, ticket companies as well as the Danish Consumer Council have contacted the Danish Ministers for Business, Justice and Culture to draw attention to the problem of having protection in relation to resale of tickets for cultural events and sport events for commercial gain. Resale of tickets takes place through digital platforms like Viagogo, Stubhob and Onlineticketshop.

Resale of tickets with the aim of commercial gain can result in the public being misled to buy overpriced tickets. This is neither desirable from a consumer point of view nor for the organizers.

In Denmark, resale of tickets for commercial gain is illegal. A mapping of the area shows, however, that regulation in this area varies considerably across EU Member States and that there are several Member States where the resale of tickets for commercial gain is legal. This means that digital platforms can operate from countries where resale of tickets for commercial gain is legal and sell tickets to consumers in countries like Denmark, where resale is illegal. This creates a situation where it is impossible for example in Denmark to deal with such digital platforms operating on the Danish market.

Therefore in our view, there is a need for improving the protection of consumer rights, for instance through national legislation or an information campaign to the consumers in the area.

In this context, Denmark is planning to launch a national information campaign about the risk of overpricing when buying tickets to cultural or sports events while not using the official sales channels. The campaign will be carried out in cooperation with relevant stakeholders. Denmark will inform all other Member States about the lessons to be drawn from the campaign in case that such initiative could serve as an inspiration.