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## EXPLANATORY NOTE

*(This note is not part of the Regulations)*

These Regulations regulate the manner in which a person who is or may be prepared to resell tickets by way of business gives consumers an indication as to the price at which the ticket is, or would be, available (regulation 3).

The Regulations apply to a ticket which gives its holder the right of admission to a place of entertainment and, if appropriate, the right to use a seat or space (regulation 2). They define “entertainment” to include any gathering, amusement, exhibition, performance, game, sport or trial of skill and other similar events (regulation 2).

The Regulations require the following information to be given to consumers —

- (a) the price and any detail which appears on the ticket which relates to or affects the rights conferred or to be conferred on the holder of the ticket which has been caused to be placed on it by the holder or promoter of the entertainment to which the ticket relates (including the location of any seat or space); and
- (b) the location of the seat or space (if any) and any features of such which would adversely affect the holder’s use or enjoyment and which are known, or could reasonably be expected to be known, to the reseller (regulation 4).

The information must be given before a contract is concluded and, except in the case of contracts concluded by telephone, any details appearing on a ticket must be given in writing (a provision is included for the latter requirement to be satisfied by showing the ticket) (regulation 5).

Information, if given orally, must be given audibly and in a manner that is comprehensible to the consumer and, if given in writing, must be given clearly, prominently and legibly (regulation 6). Information must be accurate (regulation 7).

Criminal penalties are provided for breach of the Regulations (regulation 8).

A compliance cost assessment is available, copies of which have been placed in the libraries of both Houses of Parliament. Copies are also available from the Consumer Affairs Division of the Department of Trade and Industry, Room 320, 10-18 Victoria Street, London, SW1H 0NN.