

PRO-TIX

TICKET PURCHASING GUIDE

BUY SAFE, BUY RIGHT @ AT THE BIG TOP SYDNEY

**The Big Top Sydney is committed to encouraging safe ticket purchases.
Please ensure you protect yourself in the buying process.
The Big Top Sydney recommend that consumers buy their tickets from
authorised sellers who occupy the primary market.**



BUY SAFE!

WHAT DOES THIS MEAN?

The 'Primary Market' is where tickets go on sale first, for the original face value price as intended by event promoters. Authorised sellers occupy the primary market and often carry conditions that restrict their resale or transfer above face value.

WHY DOES IT MATTER WHERE I BUY FROM?

The Big Top Sydney only encourage purchasing from the primary market, as these are the only people contractually allowed to sell tickets by the artist and their management. This provides you with the strongest consumer protection. The benefit of purchasing from primary ticketing agencies is they provide diversified support; account assistance, and a point of contact you in the event of a cancellation or rescheduled event.

OKAY... SO HOW DO I ENSURE I AM BUYING FROM A "PRIMARY MARKET"?

The first choice when contemplating a ticket choice should be to consult the venue's website <https://bigtopsydney.com/>.

After selecting the event you are after, the primary market agencies will be clearly displayed.

These are the agencies whom the promoter has contracted and therefore are legitimate and safe channels to purchase from.



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BUY RIGHT!



WHAT HAPPENS WHEN YOU BUY FROM THE SECONDARY MARKETPLACE?

It is most likely that you have purchased a ticket from a ticket scalper via a resale site. Be wary of the highest placed search results on the internet, as these can often be paid advertisements for the resellers. Most common second marketplace sellers in Australia include: eBay, Gumtree, Viagogo, Ticketmaster Resale, The Ticket Merchant, Queen of Tickets, ticketbis etc

WHAT IS A TICKET SCALPER?

A scalper is a person or an organised group who purchases legitimate tickets and then resell for a profit. Ticket scalping is generally not illegal; while some government owned venues have banned the practice, most venues don't have any legal power to ban or stop it.

WHAT IS A TICKET RESALE SITE?

Ticket resale, the 'secondary market', is the act of reselling tickets for admission to events where scalpers and legitimate consumers list their tickets for resale on ticket resale web sites. Some operate as auction style sites and others are simply a paid listing for a price. Consumers buy these tickets, usually at inflated prices. There are very few laws or regulation for resale sites and there is little recourse for consumers who buy invalid or fraudulent tickets from such websites. These ticket resale sites try very hard to look official, spending a lot of money on online advertising and search optimisation to appear to be legitimate, but often list tickets which are not valid.

CAN I GET MY MONEY BACK?

Some ticket resale sites offer a guarantee or refund, should your tickets be denied, but you have to contact them directly.

WHY CAN'T YOU HELP ME?

As an officially contracted ticketing company; Big Top Sydney, the ticket and venue staff, are unfortunately unable to help you as your tickets were not purchased through the primary market - meaning we do not have any record of your transaction.

WHO CAN HELP ME?

If you have purchased through the secondary market, an unauthorised seller, you are encouraged to direct your enquiries to your point of purchase.

I HAVE PURCHASED THROUGH AN UNAUTHORISED CHANNEL, AM I GUARANTEED ENTRY?

No. Unfortunately, even if a ticket appears to be genuine, we cannot guarantee that you will be granted entry due to some of the methods of deception used by dishonest resellers. The Big Top Sydney has no obligations to honour any tickets bought from any of the following secondary sources; Gumtree, VIAGOGO, Ticketmaster Resale, eBay, Facebook or other third party on-sellers. The only way entry can be assured is by purchasing through the primary market which can be found here: <https://bigtopsydney.com/>.

KNOW YOUR RIGHTS!

NSW Fair Trading are working toward protecting consumers against the practice of Buying & Reselling Tickets

For more information, http://www.fairtrading.nsw.gov.au/ftw/Consumers/Buying_services/Buying_tickets_and_ticket_reselling.page?

If you have been scammed or had a problem with your purchase, report it to the police and/or consumer protection agency in your state or territory:

- NSW Fair Trading
- Consumer Affairs Victoria
- QLD Office of Fair Trading
- WA Consumer Protection
- SA Office of Consumer and Business Services
- Tasmanian Consumer Affairs and Fair Trading
- Access ACT
- NT Consumer Affairs

You can also contact the Australian Competition and Consumer Commission



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