

Ticket Scalping

Why have these ticket-scalping laws been introduced?

The Queensland Parliament has passed laws to make ticket scalping an offence. The provisions within the Major Sports Facilities Act (2001) are designed to allow genuine fans a fair and equitable opportunity to purchase tickets to events at Stadiums Queensland venues.

These laws will protect genuine fans, supporters, promoters, sporting bodies and sponsors alike by making it an offence to purchase a ticket simply for the purpose of profiteering.

The Act does not aim to restrict people's ability to resell tickets where they have a genuine need to do so and where the transfer of the ticket is allowable under the ticketing conditions.

The 10% margin enables people who are unable to attend an event to recoup the ticket price and any costs associated with the ticket resale.

In addition, an exemption is provided to allow for the lawful resale of tickets above the 10% margin by non-profit organisations for fundraising purposes.

What tickets/events/venues does this Act apply to?

This Act applies to ticketed events at Stadiums Queensland venues including:

Suncorp Stadium
The Gabba
The Brisbane Entertainment Centre
Dairy Farmers Stadium
The Queensland Sport and Athletics Centre
The Sleeman Sports Complex
Skilled Park
The Queensland Tennis Centre

When did the new ticket scalping laws take effect?

Ticket scalping laws took effect for events at Stadiums Queensland venues on 8 December 2006.

Can I resell a ticket on ebay or by other means?

Ticket holders are permitted to on sell their tickets provided the cost of the ticket is no more than 10% above the original ticket price. However, the Act does not authorise the resale of a ticket if the original conditions of sale by the event promoter prohibits resale.

I belong to a non-profit organisation who wishes to auction several tickets to raise funds for a local charity. Am I permitted to do this?

Yes, an exemption is provided to allow for the lawful resale of tickets above the 10% margin by non-profit organisations for bona fide charitable fundraising purposes. This means that non-profit organisations, which are not established for the profit of its individual members, are able to lawfully resell tickets to raise funds.

What if I sell or buy a ticket at a price greater than 10% of the original ticket price?

The Act contains new penalties for reselling and purchasing tickets to events at Stadiums Queensland facilities at a price greater than 10% above the original ticket price.

Sellers of scalped tickets face a maximum fine of 20 penalty units or \$1,500

Buyers of scalped tickets face a maximum fine of 5 penalty units or \$375

Police will also be able to issue 'on-the-spot' infringement notices to people caught selling or purchasing scalped tickets at events held at Stadiums Queensland venues.

These provisions reinforce the terms and conditions currently attached to many tickets by event organisers and ticket agents, which prohibit the resale of tickets at a premium.

The legislation only applies to the resale of tickets before an event takes place. Therefore, people who wish to purchase used tickets as memorabilia will not commit an offence.

How do I identify the original ticket price?

This information is available from the ticketing agent. In most cases the original ticket price is displayed on the front panel of the ticket.

Does this Act apply outside of Queensland?

Yes, this Act applies if you are purchasing a ticket to an event at any of the above-mentioned Stadiums Queensland venues regardless of where or from whom you purchase the ticket.

For example if you reside in Sydney and purchase a ticket to attend a Bledisloe Cup match at Suncorp Stadium in Brisbane the Act will still apply.

How do I report ticket scalping?

Complaints regarding ticket scalping should be directed to the Queensland Police Service and can be reported to your local police station.

Facility Police District Contacts:

Suncorp Stadium - City 3258 2582
The Gabba - South Brisbane 3364 3202
BEC - North Brisbane 3364 3415
Dairy Farmers Stadium - Townsville 4726 8766
QSAC - South Brisbane 3364 3202
Sleeman Sports Complex - Wynnum 3900 3666
Skilled Park - Gold Coast 5570 7905
Queensland Tennis Centre - Oxley 3737 5577

To report ticket scalping on an event day within the venues precinct advise a Queensland Police Officer who will investigate the matter and is authorised to issue an infringement notice if appropriate.