



Ticket scalping and reselling FAQs

Reselling tickets

Can I resell a ticket in public?

Resale of tickets to sporting and entertainment events is legal in WA. However, the resale of tickets outside some venues is prohibited under local and council laws. For example the selling of goods or services, including ticket reselling is not allowed in public areas within the City of Perth without a trading permit.

What if the venue says the ticket cannot be resold?

All tickets for events in WA can be resold if the sale complies with the Ticket Scalping Act 2021. The venue cannot refuse you entry only because of the resale. If you are refused entry for this reason, contact Consumer Protection.

What is a resale restriction?

A resale restriction is a condition on a ticket that limits when a ticket may be resold.

If there is no resale restriction, the Ticket Scalping Act 2021 does not apply. This allows community events and charity fundraisers to have more flexibility for their tickets.

How much can I legally sell my ticket for?

A re-seller can charge no more than 10 per cent on top of the original price.

The original cost includes any booking fee charged on the original purchase. The additional 10 per cent is intended to allow you to recover any other transaction costs resulting from the purchase and resale of the ticket.

How can I identify the original price?

The original or total price is the price which a consumer would reasonably be expected to pay if they purchased the ticket from an authorised ticket seller.

The total price excludes delivery costs and can be worked out in many ways. The total price may be:

- the price stated on the original ticket
- the amount for which the ticket was originally sold by the authorised seller
- the amount that was specified in an advertisement or website of the authorised seller
- estimated by comparing the characteristics of the ticket to similar tickets sold by an authorised seller.



How do I calculate the original price if I bought multiple tickets in a single transaction, and paid one booking fee for all the tickets?

To calculate the resale price of one ticket, you should divide the booking fee by the number of tickets you bought and add it to the original cost base of the individual ticket.

I won a free ticket to an event in a competition. Can I resell the ticket if I don't want to or can't go?

Yes. The laws do not cover tickets provided on a complimentary basis and you will not commit an offence if you resell them. However, always check the terms and conditions for a resale restriction.

What if I want to resell a ticket I bought from a resale site?

The laws continue to apply no matter how many times a ticket is resold between different people. The original ticket price will stay the same for each resale.

How do I know what the original price of a ticket is if purchased from a resale site?

You can check the price by looking at comparable tickets or by contacting the official ticketing agency, the event promoter or the venue.

Will I be fined if I resell a ticket for more than 10 per cent above the original cost?

Yes, if the ticket is subject to a resale restriction and you sell it for more than 10 per cent above the original price you are breaching the law. Offenders may be issued with a \$2,000 infringement notice or could face a maximum fine of \$20,000 for individuals and \$100,000 for companies if prosecuted.

When there are breaches of the law, Consumer Protection considers its [Compliance and Enforcement Policy](#) when deciding what action to take.

What if the buyer offers me a higher price than the advertised price?

Even if someone is willing to pay more than 10% above the original ticket price, you are breaking the law if you sell your ticket for a higher price than 10 per cent above the original price. The buyer of your ticket is also at risk as their ticket could be cancelled by the venue or event promoter if it is sold in breach of the ticket scalping laws.



Buying a ticket

What should I look for in ticket resale advertisements for events in WA?

All ticket resale websites must clearly display:

- The following statement or similar: This is a ticket resale service. You are not buying from a primary ticket provider.
- The total price of the original ticket cost – including booking fees.
- An asking price that is no more than 10 per cent above the original ticket cost.
- Any applicable bay, row or seat number. If there is no seat the advertisement must specify general admission or similar.

Advertisements that do not meet the above requirements are prohibited. Please notify the resale site operator by clicking the 'report' function or sending them an email. You should also report non-compliant advertisements to Consumer Protection WA.

How do I report bots?

You should contact the resale site operator in the first instance. If you have evidence bots have been used to buy tickets please report this to Consumer Protection on 1300 304 054 or email consumer@dmirs.wa.gov.au

What are the rules about ticket packages?

Tickets are sometimes sold as part of a package with extra services such as hotel accommodation, meals or transport. Resellers can seek to disguise the real price of tickets by providing them as part of a package.

Under the ticket scalping laws, tickets can only be resold as part of a package if provided or authorised by the event organiser. They must also include a breakdown of the costs for the parts of the package.

I bought resold tickets but they never arrived. Can I get a refund?

Contact the reseller first to confirm they have not made a mistake. You can also contact the ticket resale website's customer complaints section.

If you bought tickets with a credit card submit a chargeback claim with your card provider as soon as possible. If the tickets were purchased using PayPal, contact their Resolution Centre through your PayPal Buyer Protection program or by calling 1800 073 263.

The original supplier of the tickets is not legally obliged to give you a refund, as you did not transact directly with them. Your sale contract is with the reseller of the ticket.

[Live Performance Australia](#) has ticketing codes of practice which provide more information.

I bought a resold ticket from someone outside WA for an event held in WA. Are they allowed to charge me more than 10 per cent on top of the original price?



If you are being sold a ticket that includes a resale restriction this is against the law. It does not matter where the buyer or seller lives only whether the event is located in WA and is subject to a resale restriction.

[I bought a ticket, attended the event and then found out I was charged more than 10 per cent on top of the original ticket price. Can I get refunded the difference?](#)

No. Consumer Protection does not have the power to order refunds in these circumstances.

You should report non-compliant advertisements to Consumer Protection on 1300 304 054 or email consumer@dmirs.wa.gov.au

[I bought a ticket and later realised that the ticket was a resale ticket rather than from the original supplier. Am I entitled to a refund?](#)

You are unlikely to be entitled to a refund unless the ticket reseller did not meet their obligations under the Australian Consumer Law (WA).

If you see any prohibited advertisements, you should notify the resale site operator by clicking the 'report' function or sending them an email. You should also report non-compliant advertisements to Consumer Protection on 1300 304 054 or email consumer@dmirs.wa.gov.au.

[My ticket was not valid and I was refused entry to the venue](#)

You should contact the ticket resale website or the reseller as well as Consumer Protection on 1300 304 054 or by email.

If you bought tickets with a credit card submit a chargeback claim with your card provider as soon as possible. If the tickets were purchased using PayPal, contact their Resolution Centre through your PayPal Buyer Protection program or by calling 1800 073 263.

[The ticket I bought is for a different seat than advertised. It was a cheaper seat meaning I paid too much.](#)

You should contact the ticket resale website or the reseller as well as Consumer Protection on 1300 304 054 or by email.

If you bought tickets with a credit card submit a chargeback claim with your card provider as soon as possible. If the tickets were purchased using PayPal, contact their Resolution Centre through your PayPal Buyer Protection program or by calling 1800 073 263.

[The event was cancelled. Can I get a refund if I hold a legitimately resold ticket?](#)

Any refunds being offered by official ticketing agencies or event organisers will be paid to the first purchaser of the ticket and not to those with resold tickets. If you bought your ticket from a resale website, review the terms & conditions and check with the resale website to see if you are covered for event cancellations.

If you bought tickets with a credit card submit a chargeback claim with your card provider as soon as possible. If the tickets were purchased using PayPal, contact their Resolution Centre through your PayPal Buyer Protection program or by calling 1800 073 263.