



The theatre and event ticket booking 084/087 rip-off

Many companies continue to use 084/087 telephone numbers as an absurd and inefficient way of levying a telephone booking fee, commonly penalising vulnerable or disabled customers who may not be able to use on-line booking facilities.

The List

We published a comprehensive list in 2017, but have this time adopted a different approach to identifying uses of rip-off 084/087 numbers for theatre and event booking.

The appended list of venues and numbers is derived from agency websites and provides a link to each relevant current web page. It is possible that these numbers are used to the benefit of the agent, not the listed venue, as some venues themselves publish non-premium box office numbers.

The Money

The called party benefits from a "Service Charge" at the pence per minute rate shown (SC). HOWEVER callers also incur an "Access Charge" of up to 89p per minute¹ to the benefit of their telephone company – see "Now is the time to cease use of 084 / 087 numbers".

(N.B. These amounts include VAT, to the benefit of the Treasury, not the respective business.)

Example

For example, a call to a number with a Service Charge of 7ppm and Access Charge of 89ppm¹ lasting 5 minutes will cost £4.80. This is broken down as follows:

£3.46	To the caller's telephone company
75p	VAT to the Treasury
<u>29p</u>	To the called party (6.0% of the cost)
£4.80	Cost to caller

Conclusion

This extreme case demonstrates how the Access Charge (which applies on all calls to Premium Rate Numbers) dwarfs the benefit derived from use of a 084/087 number. Somewhat perversely, the lower the Service Charge the more foolish the use of this mechanism!

In a situation such as this, where it may be appropriate to levy a telephone booking fee directly, it is utterly absurd to use this indirect method, with its excessive overhead cost.

Notes

- Service charges for 084/087 numbers range from 1 to 13p per minute.
- Access charges are currently between 12 and 27p per minute for major landline providers and between 65 and 83p per minute for major mobile providers¹.
- See also our briefing - Ofcom allows the 084 / 087 rip-off to continue

¹ From March 2024 – the EE Access Charge will be raised from 83 to 89p per minute

Rip-off numbers used for theatre and event ticket sales

Venue	Number	SC
Seetickets		
King's Theatre Glasgow	0870 608 2608	1
O2 ABC2 Glasgow	0844 477 2000	7
O2 Academy Birmingham	0844 477 2000	7
O2 Academy Bristol	0844 477 2000	7
O2 Academy Brixton	0844 477 2000	7
O2 Academy Glasgow	0844 477 2000	7
O2 Academy Leeds	0844 477 2000	7
O2 Academy Liverpool	0844 477 2000	7
O2 Academy Newcastle	0844 477 2000	7
O2 Academy Sheffield	0844 477 2000	7
Gielgud Theatre	0844 482 5137	7
Prince Edward Theatre	0844 482 5137	7
Prince of Wales Theatre	0844 482 5137	7
Vaudeville Theatre	0844 482 9677	7
LG Arena The NEC Birmingham	0844 581 0700	7
Lyceum Theatre London	0844 871 3006	7
Piccadilly Theatre London	0844 871 7627	7
Old Vic Theatre London	0844 871 7628	7
Fortune Theatre London	0844 871 7677	7
Phoenix Theatre London	0844 871 7677	7
Savoy Theatre London	0844 871 7677	7
Harold Pinter Theatre London	0844 871 7677	7
Playhouse Theatre London	0844 871 7677	7
Trafalgar Studios London	0844 871 7677	7
Birmingham Repertory Theatre	0871 200 2233	12
Glee Club Oxford	0871 472 0400	13
Glee Club Glasgow	0871 472 0400	13
Ticketmaster		
Novello Theatre London	0870 534 4444	1
Prince of Wales Theatre	0870 850 0393	1
Centre for Life Newcastle	0870 013 2652	2
Cambridge Theatre	0870 154 4040	2
His Majesty's Theatre	0870 154 4040	2
Southampton 1865	0870 154 4040	2
The Art of Banksy Exhibition London	0870 154 4040	2
The Gamlingay Ecohub Sandy	0870 154 4040	2
The Jubilee Centre Bury Saint Edmunds	0870 154 4040	2
Duchess Theatre London	0870 895 5505	5
Garrick Theatre London	0870 895 5505	5
Resorts World Arena Birmingham	0844 338 8000	7
Palace Theatre London	0844 412 4648	7
Wyndham's Theatre	0844 482 5137	7
Utilita Arena Birmingham	0844 581 1331	7
Apollo Victoria Theatre	0844 826 8000	7
AO Arena Manchester	0844 847 8000	7
Bristol Hippodrome	0844 871 3012	7
The Theatre in Thames Ditton Surrey	0845 652 8529	2
Exeter Phoenix	0845 600 5441	5
Brampton Museum Newcastle-under-Lyme	0844 500 6185	7
The Pump House Watford	0844 745 1944	7
Conference Centre Blackpool Winter Gardens	0844 770 0593	7
Cecil Hepworth Playhouse Surrey	0845 519 6242	7
Page Hall Page Community Centre Bristol	0845 519 9048	7
Farnworth Little Theatre Bolton	0845 643 0808	7
The Blackpool Tower Ballroom	0871 222 9929	13
Eventim		
indigO2 London	0870 600 6140	1
Bellowhead Plymouth	0845 146 1460	2

Venue	Number	SC
Lemon Tree Aberdeen	0845 270 8200	2
Bridgewater Hall Manchester	0844 907 9000	5
The Lowry Salford	0843 208 6000	7
Cambridge Theatre London	0844 412 4652	7
Roundhouse London	0844 482 8008	7
Resorts World Arena Birmingham	0844 581 1311	7
Guildford G-Live	0844 770 1797	7
M&S Bank Arena Liverpool	0844 800 0400	7
Regent Theatre Stoke-on-Trent	0844 871 7619	7
Skiddle		
The Loop Bar London	0845 862 1448	2
Komedia Bath	0845 293 8480	3
Braehead Arena Glasgow	0870 444 6062	3
Monkey Barrel Comedy Edinburgh	0845 500 1056	5
Birmingham Bierkeller	0845 533 3000	5
Marshall Arena Milton Keynes	0844 902 7777	6
The Kia Oval	0844 375 1845	7
O2 Academy Leicester	0844 477 2000	7
Palace Theatre	0844 482 9676	7
The Crossing Birmingham	0844 870 0000	7
Trafalgar Theatre	0844 871 7632	7
Edgbaston Cricket Ground	0870 062 1902	10
The Globe Theatre Blackpool Pleasure Beach	0871 222 2121	13
Tunbridge Wells Forum	0871 277 7101	13
Madame Tussauds	0871 894 3000	13
Datathistle		
Ibrox Stadium Glasgow	0870 600 1993	1
New Alexandra Theatre Birmingham	0870 607 7533	1
Sussex County Cricket Ground	0844 264 0202	2
Buxton Opera House	0845 127 2190	2
Maidstone Leisure Centre	0845 155 2277	2
The Ministry of Sound	0870 060 0010	2
Theatre Royal Brighton	0870 060 6650	2
Tramway Glasgow	0845 330 3501	3
St George's Bristol	0845 402 4001	3
The Rescue Rooms Nottingham	0845 413 4444	3
The Bodega Nottingham	0845 413 4444	3
St Mary's Stadium Southampton	0845 688 9448	3
The Assembly Leamington Spa	0845 888 7581	5
KCOM Stadium Hull	0870 837 0003	5
SEC Glasgow	0844 395 4000	6
Science Museum	0870 870 4868	6
First Direct Arena	0844 248 1585	7
Playhouse Whitley Bay	0844 248 1588	7
Madejski Stadium	0844 249 1871	7
Eventim Hammersmith Apollo	0844 249 4300	7
Old Course St Andrews	0844 412 4650	7
London Palladium	0844 412 4655	7
O2 City Hall Newcastle	0844 477 2000	7
O2 Shepherd's Bush Empire	0844 477 2000	7
O2 Academy Islington	0844 477 2000	7
O2 Academy Oxford	0844 477 2000	7
Sondheim Theatre	0844 482 5160	7
Novello Theatre	0844 482 5170	7
Roundhouse London	0844 482 8008	7
Apollo Theatre	0844 482 9671	7
Duchess Theatre	0844 482 9672	7
Garrick Theatre	0844 482 9673	7
Lyric Theatre	0844 482 9674	7

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Venue	Number	SC
Vaudeville Theatre	0844 482 9675	7
Utilita Arena Newcastle	0844 493 6666	7
St Andrew's Stadium	0844 557 1875	7
Huntingdon Racecourse	0844 579 3007	7
Theatre Royal Newcastle upon Tyne	0844 811 2121	7
OVO Arena Wembley	0844 815 0815	7
Troubadour Wembley Park Theatre	0844 815 4865	7
Mercure Great Danes Hotel	0844 815 9045	7
O2 Institute	0844 844 0444	7
Criterion Theatre	0844 847 1778	7
Fratton Park Portsmouth	0844 847 1898	7
Palace Theatre Manchester	0844 847 2275	7
Bristol Hippodrome Bristol	0844 847 2325	7
Heaven	0844 847 2351	7
The Jazz Cafe	0844 847 2514	7
AO Arena Manchester	0844 847 8000	7
The O2 Arena	0844 856 0202	7
Opera House & Winter Gardens	0844 856 1111	7
Welford Road Stadium Leicester	0844 856 1880	7
Pontefract Racecourse	0844 856 5555	7
Odsal Stadium	0844 871 1490	7
Lyceum Theatre	0844 871 3000	7
Savoy Theatre	0844 871 3000	7
Apollo Victoria Theatre	0844 871 3001	7
The Edinburgh Playhouse	0844 871 3014	7
New Theatre Oxford	0844 871 3020	7
Sunderland Empire	0844 871 3022	7
Phoenix Theatre	0844 871 7627	7
Trafalgar Theatre	0844 871 7632	7
New Wimbledon Theatre	0844 871 7646	7
King's Theatre Glasgow	0844 871 7648	7
Regent Theatre Piccadilly Stoke-on-Trent	0844 871 7649	7
Richmond Theatre London	0844 871 7651	7
Milton Keynes Theatre	0844 871 7652	7
The Comedy Store	0844 871 7699	7
Leicester Square Theatre	0844 873 3433	7
Royal Festival Hall	0844 875 0073	7
The Forum Bath	0844 888 9991	7
Shugborough Estate Milford Stafford	0845 459 8900	7
Duke Of York's Theatre	0845 505 8500	7
KOKO London	0870 432 5527	13
The Hawthorns West Bromwich	0871 271 1100	13
Uptonsteel County Ground Leicester	0871 282 1879	13
The Glee Club Birmingham	0871 472 0400	13
The Glee Club Oxford	0871 472 0400	13
The Glee Club Cardiff Bay	0871 472 0400	13
Ewood Park Blackburn	0871 702 1875	13
Leonardslee Lates	0871 873 3389	13
London Coliseum	0871 911 0200	13
Utilita Arena Birmingham	0871 945 6000	13
Comedysekr		
Corn Exchange Newbury	0845 521 8218	2
Embassy Theatre Skegness	0845 674 0505	2
Jazz Cafe London	0870 060 3777	2
Lighthouse Poole	0844 406 8666	3
Prvzm Kingston Upon Thames	0845 293 2863	3
Preston Guild Hall & Charter Theatre	0845 344 2012	3
Motorpoint Arena Nottingham	0843 373 3000	7
O2 Institute Birmingham	0844 248 5037	7

Venue	Number	SC
Birmingham Hippodrome	0844 338 5000	7
The Stand Comedy Club Newcastle	0844 693 3336	7
Leeds Grand Theatre	0844 848 2700	7
Plowright Theatre Scunthorpe	0844 854 2776	7
The Alexandra Theatre	0844 871 3011	7
Princess Theatre Torquay	0844 871 3023	7
Grand Opera House York	0844 871 3024	7
Aylesbury Waterside Theatre	0844 871 7607	7
New Victoria Theatre Woking	0844 871 7645	7
The Live Rooms Chester	0871 220 0260	13
Gigseekr		
NQ Live Manchester	0845 528 0441	1
Aldwych Theatre	0845 200 7981	2
Principality Stadium Cardiff	0870 013 8600	2
The Rainbow Warehouse Birmingham	0870 754 4445	2
Oceana Swansea	0845 293 2872	3
Pacha London	0845 371 4489	3
Emirates Stadium	0845 262 0004	5
HMV Manchester	0843 221 0265	7
Craven Park Hull	0844 249 0105	7
Cheltenham Town Hall	0844 576 2210	7
Bournemouth International Centre	0844 576 4500	7
Barfly London	0844 847 2424	7
Palace Theatre Manchester	0844 871 3019	7
Leas Cliff Hall Folkstone	0844 871 7644	7
Theatre Royal Glasgow	0844 871 7647	7
The Savoy Theatre	0844 871 7687	7
Molineux Stadium Wolverhampton	0871 222 2220	13
Warwick Castle	0871 265 2000	13
Stadium of Light Sunderland	0871 911 1200	13
UKTW		
Showcase Bluewater Dartford	0870 242 7070	1
Empire Theatre Sunderland	0870 602 1130	1
Playhouse Theatre Edinburgh	0870 606 3424	1
New Theatre Oxford	0870 606 3500	1
Royal Shakespeare Theatre	0870 609 1110	1
Birmingham Hippodrome	0870 730 1234	1
Noel Coward Theatre London	0870 850 9175	1
The Other Palace London	0844 264 2140	2
Middle Temple Hall London	0845 120 7543	2
Barbican Centre	0845 120 7550	2
Thameside Theatre Grays	0845 300 5264	2
Comedy Store	0870 060 2340	2
Phoenix Theatre	0870 060 6629	2
New Victoria Theatre Woking	0870 060 6645	2
Milton Keynes Theatre	0870 060 6652	2
Palace Theatre Manchester	0870 401 3000	2
Lighthouse Poole	0844 406 8666	3
Theatr Clwyd Mold	0845 330 3565	3
Old Red Lion London	0844 412 4307	7
Grand Opera House York	0844 847 2322	7
Liverpool Empire	0844 847 2525	7
Southbank Centre	0844 847 9910	7
Grand Theatre and Opera House Leeds	0844 848 2700	7
Alexandra Theatre	0844 871 3011	7
Princess Theatre Torquay	0844 871 3023	7
Unity Theatre Liverpool	0844 873 2888	7