



The theatre and concert ticketing rip-off

The following lists identify use of 084 and 087 numbers for theatre and concert ticketing.

When these numbers are used, callers incur a Service Charge of up to 13p per minute, to the benefit of the user of the number. Callers also incur an Access Charge, to the benefit of their telephone service provider, of between 12p and 55p per minute.

Fees are normally added on all bookings, often with a premium for telephone booking. It is utterly absurd to also levy a telephone call Service Charge, especially as in most cases the majority of the premium paid by the caller will be to the benefit of their own telephone company.

☒ All of the cases listed impose a telephone Service Charge for normal booking calls.

The lists are separated to reflect different treatment of those booking accessible tickets for disabled visitors and their carers, and those telephoning about tickets that have been bought.

☒ Given that it is not possible to book “accessible” tickets using all of the online booking facilities, the imposition of a Service Charge for such bookings amounts to discrimination.

☒ Imposition of a Service Charge for a post-sales call is illegal, under the terms of the “Consumer Contract Regulations” introduced in 2013.

☺ Some offer a freephone number to book “accessible” tickets.

The different lists

☰ **Lists A & B cover the disability discrimination issue.** Lists D & E cover cases where a rip-off number is used for general telephone bookings, but disabled access calls are free of charge.

☰ **Lists B, C & D cover the breach of the Consumer Contract Regulations**, prohibiting use of 084 / 087 numbers for post-sales enquiries.

☰ List F is cases where the only issue is the ‘greedy and foolish’ use of a 084 / 087 number. This completes the **total list of rip-offs for ordinary booking**.

Full details of each case are given in a [Supplementary Document](#).

Comments

We are delighted to note that the number of cases listed here is far less than those identified around 2 years ago, when we last did this detailed research.

We have full details of the numbers used, the specific Service Charge and the URLs of the web pages from which the information was obtained. Please [contact us](#) for more information.

Telephone booking may be made via the venue, a group that owns a number of venues, an appointed exclusive ticket agency, any ticket agency or, in some cases, by the promoter or a ticket agency appointed by the promoter. The lists include examples of all of these situations.

Smaller venues and promoters identified during the research process have been omitted from the publication. Please [contact us](#) if a significant case is seen to be omitted.

Our general briefing on the issue of the ‘greedy and foolish’ use of 084/087 telephone numbers is available here - [The ‘insanity’ of using 084 or 087 numbers - even when it is permitted](#).





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- List A - Rip-off on Ordinary Bookings,**
 Rip-off on Accessible Bookings,
 Standard (legal) on After-sales Customer Service

Albert Halls Bolton	St George's Bristol
AXS	The Baths Hall – Scunthorpe
BH Live - BIC & Pavilion Theatre	The Other Palace
Blackpool Pleasure Beach / Globe Theatre	The Plowright Theatre
Eventim	Ticketline
King Georges Hall	Ticketquarter - Liverpool
Manchester Jazz Festival	Troxy
Old Vic	

- List B - Rip-off on Ordinary Bookings,**
 Rip-off on Accessible Bookings,
 Illegal on After-sales Customer Service

Birmingham Hippodrome	National Science and Media Museum - Bradford
Cheltenham Town Hall	Newcastle Theatre Royal
Cliff Richard 60th Tour	Newcastle, City Hall
Corn Exchange Newbury	Open Air Theatre - Regents Park
Edinburgh Playhouse	Plymouth Pavilions
First Direct Arena	Saffron Hall
Gerry Cottle's Magic Circus	Savoy Theatre
Glee Club	See Tickets
Gracie Fields Theatre	Ticketsellers
Ironworks Inverness	Tramway – Glasgow
Metro Radio Arena	



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- List C - Rip-off on Ordinary Bookings,**
 Standard on Accessible Bookings,
 Illegal on After-sales Customer Service

Delfont Mackintosh	Prince Edward
Geilgud	Prince of Wales
Lowry	Queen's
Manchester Arena	Southport Theatre
Noel Coward	SSE Arena, Wembley
Novello	Wyndams
Portsmouth Guildhall	York Barbican

- List D - Rip-off on Ordinary Bookings,**
 Freephone on Accessible Bookings,
 Illegal on After-sales Customer Service

Apollo Victoria Theatre	New Theatre Oxford
Bristol Hippodrome	New Wimbledon Theatre
Duke of York	Palace Theatre Manchester
Fortune Theatre	Phoenix Theatre
Grand Opera House York	Piccadilly
Harold Pinter Theatre	Princess Theatre Torquay
Kings Theatre Glasgow	Rhoda McGaw Theatre - Woking
Leas Cliff Hall – Folkestone	Richmond Theatre
Liverpool Empire	Sunderland Empire
Lyceum Theatre	Theatre Royal Brighton
Manchester Opera House	Theatre Royal Glasgow
Milton Keynes Theatre	Trafalgar Studios
New Alexandra Birmingham	Victoria Hall Theatre Stoke-on-Trent



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- List E - Rip-off on Ordinary Bookings,**
 Freephone on Accessible Bookings,
 Standard (legal) on After-sales Customer Service

Barclaycard Arena Birmingham	SEC – Glasgow
Genting Arena Birmingham	Shaw
Motorpoint Arena Nottingham	Somerset House
New Victoria Theatre Woking	The SSE Hydro, Glasgow
Olympia Horse Show	Ticketmaster
Regent Theatre Stoke-On-Trent	Waterside Theatre Aylesbury

- List F - Rip-off on Ordinary Bookings,**
 Standard on Accessible Bookings,
 Standard (legal) on After-sales Customer Service

Aldwych	O2 Academy (12 locations)
Arts Club Liverpool	O2 Apollo Manchester
Bridge	O2 Forum Kentish Town
Brighton Centre	O2 Institute Birmingham
Criterion	O2 Ritz Manchester
Dominion	O2 Shepherd's Bush Empire
Epstein Theatre – Liverpool	Old Red Lion
Eventim Apollo	The O2
Leeds Grand Theatre	Tyne Theatre – Newcastle
North Tyneside Playhouse Whitley Bay	William Aston Hall – Wrexham
O2 ABC Glasgow	Winter Gardens Blackpool