

StubHub makes changes to its UK site to address CMA concerns

News story

StubHub has addressed concerns raised by the CMA about the information it provides for tickets on sale via its UK website.



Earlier this year, [the Competition and Markets Authority \(CMA\) called on StubHub to address concerns](#) that its website was not complying with commitments it made to clean up its site following a consumer law investigation.

The CMA is now satisfied, based on the evidence it has seen and monitoring it has carried out, that StubHub UK:

- is adequately warning people where tickets bought on the UK site may not get them into an event
- has removed inaccurate messages about ticket availability
- is no longer advertising tickets for overseas events that may not comply with UK consumer law
- is ensuring people know exactly where they will sit in a venue
- is taking sufficient steps to ensure that the full addresses of business sellers are displayed

The CMA is aware that new issues have been reported during the Coronavirus (COVID-19) pandemic in relation to secondary ticketing sites, such as concerns about cancellations and refunds. If it emerges that consumer

protection law is being broken, the CMA will consider whether further action might be necessary to address these issues.

A separate investigation is ongoing into viagogo's acquisition of StubHub. [All the latest from that CMA investigation can be found on the dedicated webpage.](#)

Published 19 August 2020