

To whom it may concern,

I work with the website DoneDeal.ie. Celebrating 12 years in business this year, DoneDeal is Ireland's number one destination to buy and sell goods online. Attracting over 600,000 visitors to the site each day, we are top of mind when it comes to buying and selling pretty much anything. On average, 270,000 new items are advertised each month, with products ranging from cars and antiques, right through to video games and sofas. The site currently has over 330,000 adverts active on the site.

Over the years, with-out any particular promotion, our event tickets sections have grown in popularity. With this in mind, we would be very keen to support any legislation to ensure that the re-sale of tickets is more regulated. A large number of people buy and sell various event tickets with little concern daily. If you browse the section, you'll see the content also includes a lot of smaller, more local events, If DoneDeal removes this section from the site it could potentially impact attendances at these smaller, locally important venues.

Annually, there are only a handful of events every year that cause us concern. DoneDeal is not a marketplace where people are encouraged to mark-up the price of the goods they are selling over face value. With this in mind, we decided to implement a cap of 30% mark-up on tickets for larger events, in a bid to stamp out ticket touting. In advance of tickets being officially released, DoneDeal puts processes in place to ensure a cap of 30% has been assigned on all tickets advertised on the website (allowing for booking, credit card fees and any basic postal/travel expenses incurred around the sale). All ads posted above the cap are subject to an automated review process and any that don't adhere to the price limit will be removed.

In addition, following a review of the GAA's ticket rules and from previous consultations with the organisation, DoneDeal made a stance to only allow GAA tickets to be resold at face value. This decision has been taken in the interests of genuine fans, who are encouraged to source tickets through the official GAA channels and in doing so, minimise the potential for ticket touting and/or the selling of tickets significantly above face value.

DoneDeal is committed to adhering to the ticket sale policies of the various event organisers. We welcome and encourage our DoneDealers to bring any concerns of touting to our attention by flagging the ad and we will commit to taking the necessary responsible actions.

I hope this information is helpful. Please let me know if you need anything else.