Buy tickets securely

Please be wary of scammers while searching for the best deals on tickets for this summer's biggest events.

We have seen a rise in ticket fraud over the past twelve months, as criminals take advantage of people wanting to enjoy more live sport and music.

We urge people to be wary of ticket sales from unknown websites or people they do not know.

Criminals may offer deals on sold-out or exclusive events, however once you have parted with your money, the tickets are either fraudulent or never appear at all.

We advise the public to follow the appropriate precautionary measures.

Buying from a STAR member means you are buying from an authorised ticket supplier signed up to our strict code of practice.

It's vital that ticket buyers always keep their eyes open and take steps to protect themselves from unscrupulous ticket sellers that prey on their understandable excitement about attending some of the great events on offer.

How to protect yourself from ticket fraud:

- Only buy tickets from the venue's box office, official promoter or agent, or a well-known ticketing website.
- Avoid paying for tickets by bank transfer, especially if buying from someone unknown. Credit card or payment services such as PayPal give you a better chance of recovering the money if you become a victim of fraud.
- The password you use for your email account, as well as any other accounts you use to purchase tickets, should be different from all your other passwords. Use three random words to create a strong and memorable password, and enable 2-step verification (2SV).
- Be wary of unsolicited emails, texts or adverts offering unbelievably good deals on tickets.
- Is the vendor a member of STAR? If they are, the company has signed up to their strict governing standards. STAR also offers an approved Alternative Dispute Resolution service to help customers with outstanding complaints. For more information visit star.org.uk/buy_safe.

Criminals often use social media or scam emails to tempt potential victims into parting with personal information or money. These messages look real, but instead divert to malicious websites which can infect your computer with malware.

The message may appear genuine and from a company or individual that you recognise but do not usually receive communications from. If you feel at all suspicious, report the email to the Suspicious Email Reporting Service (SERS) at report@phishing.gov.uk. Your report will help to protect many more people from falling victim.

We also advise the public to follow the **Take Five to Stop Fraud** campaign advice to keep themselves safe from fraud:

- **Stop:** Taking a moment to stop and think before parting with your money or information could keep you safe.
- **Challenge:** Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- **Protect:** If you think you've been a victim of fraud, contact your bank immediately and report it to us on 101 or via our website Report fraud, bribery or corruption | North Yorkshire Police