

What is viagogo?

viagogo is a global online marketplace for live sport, music and entertainment tickets. Whether a cup final, your favourite band or a destination festival, viagogo connects ticket buyers with ticket sellers around the globe.

viagogo aims to provide buyers with the widest possible choice of tickets to events, and enables sellers to reach a global audience. Once buyer and seller have entered into a transaction, viagogo ensures everything goes smoothly. viagogo is not the ticket seller and all transactions are between the buyers and sellers. See our Terms and Conditions for more information.

How do customers contact viagogo?

viagogo provides online help and customer service by email. Customers can contact us via email using the Help Centre on our website. If the enquiry is urgent, we'll call the customer to discuss it. We also provide an event day hotline telephone number. We restrict this phone number to customers whose event is coming up in the next three days to ensure that it is always available for last minute enquiries.

Why are some tickets listed for more than face value?

viagogo is a marketplace and doesn't buy or sell tickets. viagogo provides a platform for third party sellers to sell tickets to event goers. viagogo does not set ticket prices, sellers set their own prices, which may be above or below the original face value. Where demand is high and tickets are limited, prices increase.

Why are tickets in the same section for the same event offered at different prices?

viagogo provides a platform for third party sellers to sell tickets to event goers. viagogo does not set ticket prices, sellers set their own prices. Customers will often find multiple sets of tickets for the same section at different prices. Ticket sellers compete to offer the best price to customers.

What happens if an event is cancelled or postponed?

If an event is cancelled, all ticket buyers will receive a full refund, including shipping costs. In some cases, we may ask customers to return their tickets to the original ticket seller.

If an event is postponed, we follow the policy set out by the event organiser. Tickets are usually valid for the new date.

What happens if a customer does not get in to the venue?

If a customer has any problems with their tickets, we urge them to contact us immediately on our event day hotline. We are often able to find replacement tickets right away, and in the rare instances we are not able to, customers receive a full refund.

Why does viagogo not offer refunds?

viagogo is not the ticket seller. viagogo provides a platform for third party sellers to sell tickets to event goers. Once a transaction has been completed, buyers expect to receive their tickets and sellers expect to receive payment. If a buyer no longer wants to use their tickets, they can simply resell them to another buyer on our platform.

The event organiser has said that tickets purchased on viagogo will not be valid for entry, how can customers be sure they will get into the event?

The tickets sold on viagogo's platform are genuine tickets that have been sold on by the original ticket purchaser in good faith. Event organisers sometimes make claims that they will deny entry to people who have purchased resold tickets. These types of entry restrictions are highly unfair and in our view, unenforceable and illegal. Therefore, as with all tickets on our platform, viagogo customers should feel confident that they will gain entry to the event, and that is why we back every ticket with the viagogo guarantee.