



PRESS RELEASE

IN RESPONSE TO RECENT DEVELOPMENTS: ELBPHILHARMONIE WARNS CUSTOMERS ABOUT VIAGOGO

ILLEGAL SELLING OF NON-EXISTENT TICKETS FOR »KONZERTE FÜR HAMBURG« BY ONLINE TICKET AGENCY

Hamburg, 18 January 2018: In the light of recent developments, the Elbphilharmonie expressly advises the public not to purchase tickets from the online platform Viagogo. The ticket agency is currently offering tickets for sale for the NDR Elbphilharmonie Orchestra series »Concerts for Hamburg« in June 2018. This is a clear case of fraud, as not a single ticket for these concerts is actually in circulation yet.

Even before the start of the registration period, during which the public can order tickets for the NDR Elbphilharmonie Orchestra series »Concerts for Hamburg« in June 2018, www.viagogo.de was offering some 230 tickets for the ten concerts. The attractively-priced tickets for »Concerts for Hamburg«, officially costing €8, €16 and €24, were on offer on Viagogo for up to €495 including booking fees. According to information provided by the website, tickets for the concerts have already been sold through the platform.

This is a clear case of so-called short selling, as not a single ticket for the »Concerts for Hamburg« series actually exists at the time of writing. Only after the end of the registration period on 16 February 2018 will tickets be printed and sent to customers by post. No print@home tickets will be offered for the »Concerts for Hamburg«. As tickets will be allocated at random, no seller can expect to obtain the tickets offered on Viagogo.

Elbphilharmonie's executive management has informed Viagogo that the sellers must be involved in fraudulent activities as defined in Viagogo's terms of business, but Viagogo has failed to respond or to block the relevant offers of tickets. In the light of this situation, Elbphilharmonie's executive management expressly warns the public not to buy tickets from this source. In addition, the Elbphilharmonie has notified Germany's Verbraucherzentrale (Consumer Advice Centre) and the Wettbewerbszentrale (Office for Fair Trading) on this matter.

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