



Two people made money selling tickets at high prices. They used websites to buy tickets and sell them for more money.



Judges think some ticket companies helped touts sell tickets for more money. Ticketmaster says they try to stop ticket touting.



Ticketmaster owned GetMeIn! and Seatwave, where people sold tickets. Some workers helped touts buy and sell tickets.



Touts used tricks to buy many tickets with different names and cards. This was not allowed, and they got in trouble.



Some workers helped touts by buying extra tickets for them using their own accounts.



Ticketmaster stopped using other sites in 2018. Now, they let people resell tickets at the original price to keep prices fair.



Ticketmaster changed rules, but touts still sell tickets for more. Fans pay more than they should for their favourite shows.



Selling tickets like this is not allowed. But, there aren't enough people to catch everyone, so it's hard to stop them.



Websites like Viagogo and StubHub let people sell tickets. They try to stop bad sellers, but tickets can still be expensive there.



Buy tickets from the official website to make sure you pay the right price.



If you have a story about ticket selling, you can email the BBC. They want to hear from people who have been affected by ticket touts.