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Ticket Purchase for Shows and Festivals in Portugal

Ticket purchase on the internet – Not all the websites are reliable – Don't lose your money and the show!

Nowadays, consumers use the internet more frequently to buy tickets for shows, sports events or concerts. Portugal organizes several music festivals during the summer that are very popular and attract people from all over the world. Occasionally, ECC Portugal receives complaints that arise from bad practices or frauds in the tickets' sales.

ECC Portugal often calls the attention of consumers on how to safely purchase tickets for those events on the internet. Using the internet to buy tickets is very practical and simple, but as in any other online purchase, consumers need to be aware of possible scams and fraudulent commercial practices.

For consumers to enjoy the show, besides the recommendations about [online shopping](#), ECC Portugal also recommends:

Before buying the ticket, check the official website of the event. Events of great dimension like festivals and concert halls usually have an official website, where you may find all the information (price of the tickets, terms and conditions, operating rules of the show and list of the official sale points).

Buy your ticket on the official website and sales points

Before buying, check on the internet if there are complaints about the site where you intend to buy the tickets. Preferably buy your ticket on the official website of the show.

Even if consumers on the social networks refer that the website is safe, do your own research to ensure its reliability.

Don't negotiate with websites that don't clearly identify the trader and its contacts, including its physical address. If a problem occurs and you only have the e-mail address of the trader, it will be very difficult or even impossible to solve it.

If you are in doubt with the physical address then try to check if it really exists.

Check the dates and the terms and conditions for the cancellation policy and keep copies

Always read carefully the terms and conditions before buying the tickets. Check if you need to collect or exchange the ticket/proof of purchase you received before the show/festival. Read carefully the terms and conditions for the cancellation policy and always make print screens of each step of the purchase.

In Portugal, the tickets are not usually refundable in case of no-show. However, some sales points offer insurances that cover those situations for a very small price.

Use safe payment methods

Check the methods of payment accepted by traders and ensure the transactions offer a secure system. ECC recommend using credit cards to pay for the tickets. Never send money nor use a money transfer service to an unknown recipient. Debit or temporary credit cards are sometimes accepted.

Make sure that the website of the payment system is safe. Before entering the payment procedure, check if the website address starts with <https://> and displays a lock.

Right of withdrawal

The right of withdrawal does not apply to concerts and services related with activities of leisure when the contract foresees a date or a period for a specific performance. However, information on the nonexistence of this right has to be provided before the purchase is concluded.

The reselling of the tickets

Be very careful with the online reselling of the tickets, especially if the show is sold out.

In Portugal, reselling tickets for a higher price than the price determined by the promoter of the event is considered an economic speculation crime (art. 35.º of Decreto-Lei 28/84 of 21 of April, last modified by Decreto-Lei n.º 20/2008 of 21 of April), punishable by a penalty of imprisonment from 6 months and up to 3 years and a minimum fine of 100 days.

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Therefore, you can **only resell your ticket for the price defined by the promoter.**

If the tickets are counterfeited or invalid, you can't be refunded. Be very careful with the scams!

You haven't yet received your tickets?

Check your spam box!

Fraudulent websites can appear and disappear very quickly and if you are a victim of an online scam, it will be very difficult or even impossible to solve the problem. You can still file a formal complaint to the police and to the market surveillance authorities.

Most of the festivals in Portugal also propose packages that include tickets, accommodation and airplane tickets

The promoters of the festivals in Portugal offer options that may include several services. They can act as facilitators, by offering special prices for the consumer who buys a ticket for the show and books accommodation through the festival's website (generally some options are available: hotel, hostel, camping, apartments) or they can sell dynamic packages through a travel agency that include ticket+travel+accommodation.

If you buy a dynamic package, check the terms and conditions and keep a copy.

Some festivals are held outside the main cities, in locations with more limited accommodation options. Camping in the enclosure is often recommended in those cases and it is also part of the experience of the festival. Check the rules and conditions of the camping site to avoid bad surprises. The accommodation in those places quickly sells out and thus booking in advance is recommended.

Transport

The festivals in Portugal often propose combined tickets for the shows and for public transportation to and from the festival location. In cooperation with the national or local transportation operators, the promoters offer alternative public transports to the car, in schedules adapted to the programme of the festival: urban transports at night, specific itineraries and other means of transportation for longer distances (trains, buses).

This information is usually available on the official website of the event or on the website of the transportation companies (in Portugal, for example: www.cp.pt ; www.carris.pt , www.metropolitano.pt ; www.metrodoporto.pt ; <http://www.rede-expressos.pt/>).

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Do you still have doubts on this subject or a problem with the purchase of the tickets? Contact your European Consumer Centre.



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