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# TicketSwap joins STAR - Society of Ticket Agents & Retailers

**This is only the second time in STAR's 25-year history that a company dedicated to ticket resale has been welcomed amongst its members.**



**London, 21 April 2022**

The international scaleup company [TicketSwap](#) has joined **The Society of Ticket Agents and Retailers (STAR)**, the self-regulatory body for the ticketing industry which represents over 90% of live entertainment ticketing in the UK.

Celebrating **its 10th anniversary** this year, the ethical platform for ticket resale allows users to safely and fairly buy and sell tickets to their favourite concerts, festivals, sporting events, theatre shows and club nights. “Out of 6.5 million TicketSwap users worldwide, **over one million are based in the United Kingdom**, which gives us a very substantial base from which to grow organically within the UK’s vibrant and unparalleled live entertainment sectors,” states David Thomas, Strategy Lead at TicketSwap.

As a new STAR member, TicketSwap is committed to continue protecting the interests of both customers and industry stakeholders - promoters, box offices, venues and festivals, by supporting transparent and safe transactions.



“STAR has been at the forefront of industry-wide efforts to improve consumer confidence in ticketing for over two decades. In recent years, this has included ensuring that customers who are unable to use tickets they have purchased can resell them legitimately, easily, and safely if they are unable to cancel or exchange them,” declares Jonathan Brown, Chief Executive (STAR).

*“We are delighted that TicketSwap is demonstrating its commitment to consumer confidence and service by joining STAR and subscribing to our Code of Practice and approved Alternative Dispute Resolution service. We look forward to supporting TicketSwap and their customers as the company grows.”*

— Jonathan Brown, Chief Executive (STAR)

With offices in London, TicketSwap UK is led by [Michael Robinson](#), an expert music, events and artist/talent management professional with experience across artist agency, programming, A&R, venues and festivals. The team is completed by the partnerships managers, [Sharen Norden](#), [James Thomson](#), [Chris Williams](#) and Strategy Lead, [David Thomas](#).

TicketSwap will be present at the [International Live Music Conference](#) - ILMC, April 26-29 (London, UK). Join us on Thursday 28 April for ‘[Ticketing: All change please!](#)’, where [James Fleury](#), our Marketing Lead, will be chatting about the ticketing sector alongside a diverse panel of experts (AXS Europe, Dice, Eventim, Midas Promotions, The Ticket Factory, TicketMaster).

## More about STAR

**STAR – the Society of Ticket Agents and Retailers** is the self-regulatory body for the entertainment ticketing industry in the United Kingdom. Originally formed in 1997, it has many of the biggest names in ticketing as members. STAR members include major UK ticket agencies, as well as numerous venues and box offices in London and across the country.

There are also associate members in other industries (such as travel) where entertainment ticketing forms part of their business and affiliate members who do not sell tickets directly to the public but support STAR's work. You can find the current membership list [here](#).

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#### ABOUT TICKETSWAP

**TicketSwap** is the safest and easiest app for fans to buy and sell tickets to their favourite concerts, festivals, sporting events, theatre shows and club nights.

With over 6.5 million users in 36 countries, TicketSwap protects fans from overpricing by ensuring tickets are exchanged at fan-friendly rates. The platform is currently available in 9 languages and supports the 14 most used currencies.

Together with its unique anti-fraud technology (SecureSwap) and partnerships with over 6,000 venues, promoters, festivals and ticketing companies worldwide, the company is dedicated to offering a fair, safe and simple experience for fans attending more than 40,000 live events globally every year.