

# Press release: CMA secures court order against viagogo

This development results from legal proceedings launched by the Competition and Markets Authority (CMA) in August over concerns that viagogo was breaking consumer protection law.

The court has agreed to make a legally binding order instructing viagogo to comply with the law by:

- telling purchasers of tickets if there is a risk that they will be turned away at the door
- informing customers which seat in the venue they will get
- providing information about who is selling the ticket, so people can benefit from enhanced legal rights when buying from a business
- not giving misleading information about the availability and popularity of tickets – which had the potential to lead to customers being rushed into making a buying decision or making the wrong choice
- making it easy for people to get their money back under viagogo's guarantee when things go wrong
- preventing the sale of tickets a seller does not own and may not be able to supply

It will also ensure that viagogo does not repeat historic failures to make its customers aware of the face value of tickets on sale through its site.

Andrea Coscelli, CMA Chief Executive Officer, said:

This court order is a victory for anyone who decides to buy a ticket through viagogo. We have been clear throughout our investigation that people who use these resale websites must know key facts before parting with their hard-earned money, including what seat they will get and whether there is a risk they might not actually get into the event at all.

viagogo has agreed to a comprehensive overhaul of its site to ensure it respects the law, just like the other resale sites who have already signed commitments to improve the information they offer and give people a fair deal.

Today's court order, which is a significant outcome for consumers, must be complied with by mid-January – the same deadline set for other resale sites that have already agreed to change their practices. It has been secured after viagogo agreed to address all of the CMA's concerns, without the need for a trial. The order is legally binding and enforceable by the court.

The order the court has agreed to make today will now ensure consumers' rights are protected quickly, without the need for further legal action.

The CMA continues to work closely with partner agencies and enforcers to drive up standards in the sector.

## Notes to editors

1. Further information on the CMA's work so far in this sector is [available on GOV.UK](#).
2. If viagogo fail to comply with the court order, the company could face a fine and/or certain individuals involved could face imprisonment. The courts, rather than the CMA, have the legal powers to issue a fine or send people to prison.
3. The key pieces of consumer protection legislation relevant to the CMA's investigation are the Consumer Rights Act 2015 (CRA), the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCRs), the Consumer Protection from Unfair Trading Regulations 2008 (CPRs) and the Electronic Commerce (EC Directive) Regulations 2002 (ECRs).
4. As an enforcer under Part 8 of the Enterprise Act 2002, the CMA cannot levy administrative fines but it can enforce the above legislation through the courts, and where appropriate, obtain additional measures to improve consumer choice, drive better compliance with the law, or obtain redress for consumers.
5. Media enquiries to the CMA should be directed to [press@cma.gov.uk](mailto:press@cma.gov.uk) or 020 3738 6460.

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## [Press release: Government uses innovative tech companies to tackle rural isolation and loneliness](#)

- Five small tech-companies awarded contracts to tackle loneliness in Monmouthshire
- Minister says this will "improve people's lives and enable them to feel a part of their local community"
- Sixty-five percent of the applications were from Welsh and UK-wide small businesses

Five tech companies have been awarded contracts to use cutting-edge technology to tackle the problem of rural isolation and loneliness.

These businesses will create new technology platforms to match the supply and demand for transport in rural areas, as well as minimise the risk of digital exclusion among older people and those in more isolated, rural areas with limited connectivity.

Speaking at the [Digital Leaders Innovation Conference](#) in London, Cabinet Office Minister, Oliver Dowden, said:

I am delighted that our funding for innovative tech companies is helping to tackle loneliness and rural isolation – to improve people’s lives and enable them to feel a part of their local community.

The GovTech fund encourages firms to find innovative ways to address the big social problems we all face, including loneliness, plastic pollution and national security. Through emerging technologies, this fund will help to elevate British companies onto a global market while transforming the delivery of public services for people across the UK.

Councillor Sara Jones, Cabinet Member for Social Justice and Community Development at Monmouthshire County Council, said:

In Monmouthshire, we are blessed with beautiful, rural surroundings and thriving towns. Yet the diversity of our landscape has its challenges, where journey times on public transport to local services can exceed two hours. That is why we are determined to address this issue to ensure people feel connected and part of the community.

We are delighted to be working with innovative businesses who have developed a range of digital solutions for transport and rural isolation. Given the importance of the small business sector to the fabric of our country, it was great to see that sixty-five percent of the applications were from Welsh and UK-wide micro businesses with less than 10 employees.

In November 2017, the £20m Govtech Catalyst Programme was launched to help fund innovative tech firms, to solve public-sector challenges through innovation and emerging technologies.

As part of a wider commitment to use technology to improve lives and transform the delivery of public services, the government will publish an innovation strategy in spring 2019.

The five small tech-firms to win contracts are:

- Box Clever Digital Limited
- Enable International Ltd
- GPC Systems Ltd
- The Behavioural Insights Team
- Zipabout

These 5 companies are funded up to £50,000 each over 12 weeks, in phase 1, to prove the feasibility of their ideas. They are given contracts to conduct research and development.

In phase 2, up to two companies are then funded to develop their ideas and will be awarded up to £500,000 over 12 months.

The successful companies will retain all intellectual property and equity for what they develop.

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## [News story: Change of Her Majesty's Ambassador to Turkmenistan](#)



Mr Hugh Philpott OBE has been appointed Her Majesty's Ambassador to Turkmenistan in succession to Miss Thorda Abbott-Watt. Mr Philpott will take up his appointment in Summer 2019.

### **CURRICULUM VITAE**

Full Name: Hugh Stanley Philpott OBE

Married to: Janine Frederica Philpott

Children: One

2015 to present Dushanbe, Her Majesty's Ambassador

2014 to 2015 Temporary Assignments including as Charge d'Affaires in Astana and Crisis Manager and resilience Deputy Head of Mission in Kyiv

2012 to 2013 Language training (Russian)

2008 to 2012	FCO and Department for Business, Innovation and Skills, Head of Science & Innovation Network and Deputy Head of International Science & Innovation Unit
2007 to 2008	FCO, Deputy Head of Science & Innovation Group
2005 to 2007	FCO, Deputy Head of Overseas Territories Department
2001 to 2004	Muscat, Deputy Head of Mission
1999 to 2001	FCO, Head of Bermuda and Caribbean Section, Overseas Territories Directorate
1997 to 1999	Department for International Development, Programme Manager, Russia, East Europe and Central Asia Department
1991 to 1993	FCO, Desk Officer, Bermuda, Turks & Caicos Islands, Anguilla and the Cayman Islands
1990 to 1991	FCO, Assistant Desk Officer for Israel and Lebanon
1988 to 1990	Iraq, Third Secretary
1987 to 1988	Language training (Arabic)
1985 to 1987	Budapest, Vice-Consul
1984 to 1985	Language Training (Hungarian)
1982 to 1984	Oslo, Pro-consul
1980 to 1982	FCO, Assistant Desk Officer Security Dept
1980	Joined FCO

## Further information

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# [Press release: Government signals intention to secure tourism sector deal](#)

Speaking to the Tourism Industry Council, made up of leading members of the tourism industry and government, the Secretary of State for Digital, Culture, Media and Sport Jeremy Wright confirmed the Government will begin negotiations with the sector on an ambitious Industrial Strategy sector deal that will benefit the whole country.

As part of this process, he has called upon the industry to respond with a renewed commitment to promote its offer throughout the year, not just in the peak summer months, and increase clear career paths.

The sector has been asked to look at the key themes of:

- Making tourism and hospitality a career for life

- Making the UK the most accessible tourism industry in the world
- Sharing industry data to identify growth opportunities in new and emerging markets
- Increasing accommodation capacity

The announcement follows an initial proposal submitted by tourism industry leaders, led by Steve Ridgway, Chair of the British Tourist Authority. It also comes as the Government marks one year since the launch of its modern Industrial Strategy, which aims to boost productivity by backing businesses to create good jobs and increase the earning power of people throughout the UK with investment in skills, industries and infrastructure.

Jeremy Wright, Secretary of State for Digital, Culture, Media and Sport, said:

The tourism industry is one of the UK's most successful exports. Every time a leisure or business traveller chooses to visit, it brings investment in our economy and supports jobs across the country. But we are in a competitive global market and we need to be ambitious to maintain the fantastic growth we have seen in recent years.

I want to make sure that we continue to attract visitors to all parts of the UK throughout the year, who are welcomed by a highly-trained and highly-motivated workforce.

A Sector Deal is a way to deliver this, and the industry have put forward some strong ideas to Government. We are ready to formally negotiate on a deal which can boost productivity in this crucial sector.

I want to achieve the best deal possible for tourism and know that the industry will respond with renewed energy to achieve this.

UK tourism is now worth over £66 billion a year to the economy. The sector employs 1.6 million people, covering beaches and activity parks, to hundreds of thousands of heritage sites.

Annual statistics released in July revealed that a record-breaking 39.2 million visits were made by overseas tourists to the UK in 2017, with the latest domestic tourism figures showing that residents across Great Britain took a total of 120.7 million overnight visits to destinations in England, Scotland and Wales in 2017.

There are more than 11 million disabled people in the UK with a combined spending power of their households, 'the purple pound', standing at around £250 billion. There are a number of business benefits for ensuring that disabled people's needs are catered for – from improved training on disability awareness for staff to adaptations to ensure facilities are accessible.

A potential tourism sector deal is an opportunity for driving change, through workforce development and consequent productivity gains, resulting in perception changes of hospitality and tourism as a career for life.

British Tourist Authority Chair Steve Ridgway CBE, former Chief Executive of Virgin Atlantic Airways, who is leading the UK tourism industry's bid for a sector deal under the UK Government's Industrial Strategy said:

Tourism is an economic powerhouse, a growing industry with huge potential to scale-up productivity, so it is very welcome news that an official negotiation for a sector deal has today been confirmed by the UK Government.

Securing this deal will be a game-changer for the industry, spelling a step-change in how we underpin the success of tourism for a generation, fixing issues from skills and productivity to extending the season year-round and building stronger tourism destinations up and down the country. And it will be a game-changer for the economy with a sector deal growing the value of the industry and increasing employment in tourism.

One of the UK's most valuable export industries, tourism needs no trade deals to attract overseas investment. It is also a fiercely competitive global industry and a sector deal moves tourism right up the UK Government's agenda as a priority for future economic planning, ensuring we continue to compete as a world-class destination for all visitors.

The Secretary of State also challenged the tourism industry to use the sector deal negotiations as an opportunity to deliver more collaborative data sharing with VisitBritain, around visitor figures, behaviours and audience analysis. This is to help take a more strategic approach to promotional activity and a more united approach to environmental protection.

### **Notes to Editor:**

Negotiations will take place between Government and the Sector, following the meeting of the Tourism Industry Council today.

In 2017, EU member states accounted for 75% of the 72 million visits abroad by UK residents and 65% of the UK's 39 million inbound visits were from EU residents.

Six sector deals between Government and industry have been published over the past year – from construction and automotive, to nuclear and the creative industries, including £1.9 billion of investment in life sciences and £1 billion for artificial intelligence. Sector deals are designed to attract investment and growth, and ensure we have the skilled, diverse workforce we need for the future.

Sources of latest tourism figures:

## **Speech: PM speech at antisemitism reception: 26 November 2018**

Good evening everyone and welcome to Downing Street. As always at events like this it's a real pleasure to share this remarkable house with some truly remarkable people. But I confess that, tonight, my emotions are somewhat mixed.

Throughout 2018, I've had the privilege of taking in part in many celebrations of women and women's rights.

Events marking the centenary of British women winning the vote. The unveiling of the Millicent Fawcett statue. An unprecedented gathering of women MPs from around the world.

But the joy of those occasions has been tempered by the resurgence of two age-old hatreds that many had dared to hope were becoming a thing of the past.

2018 was the year in which Claire Kober, who is here today, stepped down as a council leader after facing a torrent of personal abuse in which, as she said, "the only thing worse than the sexism was the antisemitism".

It was the year in which journalist Karen Glaser felt compelled to write that "When my ... mother came to Britain in the Sixties she stopped feeling scared of being Jewish. But now, 50 years later, she was feeling frightened again."

And it was the year in which Parliament heard women MPs, many of whom are here today, describing the deluge of vile misogynistic and antisemitic threats they receive on a near-daily basis.

The research published at today's conference, showing that Jewish women politicians are more likely to attract the attentions of far-Right hate groups, was deeply disturbing. But I doubt it came as much of a surprise to those who have been on the receiving end.

In both data and anecdote, the evidence is clear: in 2018, in the United Kingdom, Jewish women are increasingly coming under dual attack. Abused for being women and abused for being Jewish.

These attitudes are not limited to the far Right. As is so often the case with antisemitism, bigotry directed at Jewish women also comes from those who would never consider themselves to be racist, including within the women's

rights movement itself.

Some Jewish women have been told that they're not "real" feminists unless they publically disavow Israel's right to exist, or been thrown off pride marches for flying rainbow flags that feature the Star of David. And as one British Jew put it earlier this year, "Going on a ... women's rights march can be a tricky affair when you find yourself marching alongside people carrying banners merging the Israeli flag with a swastika".

This kind of double-standard is often justified by the old canard that antisemitism isn't really racism, as racism can only "punch down" and Jews are universally wealthy and powerful – an argument that is, in itself, deeply antisemitic.

I have no time for equivocation. Antisemitism is racism – and any "equality" movement that indulges or ignores it is not worthy of the name.

Because hatred and discrimination must be tackled wherever and however it rears its head. And I'm proud to lead a government that is doing so.

We're making sure courts have powers they need to deal with those who peddle hatred, asking the Law Commission to undertake a full review of hate crime legislation.

We're working to stem the rising tide of online bigotry, establishing a new Annual Internet Safety Transparency Report. The report will provide comprehensive data on what offensive content is being reported, what is being removed, and how social media companies are responding to complaints.

We're standing up for women's rights at home and abroad– forcing companies to reveal their gender pay gaps, cracking down on modern slavery, backing the Women's Business Council and more.

We're removing all hiding places for antisemitism, becoming the first government in the world to adopt the IHRA's working definition – and all its examples.

And we're protecting Jewish people from the kind of violent attacks their community has experienced in the United States and Europe, which is why we continue to provide more than £13 million of funding to the Community Security Trust each year.

But tackling the visible symptoms of hatred is only half the battle. To eradicate a noxious weed you must also remove its root, which is why we are also committed to educating people about where bigotry can lead.

Standing in the heart of our democracy on a site right next to Parliament, the National Holocaust Memorial will be accompanied by an education centre that will lead a national effort to fight hatred and prejudice in all its forms. As the Chancellor announced in last month's Budget, we will also provide £1.7 million for school programmes marking the 75th anniversary of the liberation of Bergen-Belsen.

And we are continuing to support the Holocaust Educational Trust, not just backing its Lessons From Auschwitz programme but extending it to cover universities. The first students and university leaders to take part in the new scheme travelled to Poland just last week.

The HET is just one of many bodies working hard to tackle the kind of prejudices you discussed at today's conference.

John Mann and the APPG on antisemitism have also done so much not just to highlight the scale of the problem but also to explore solutions, particularly with their work around online abuse – so thank you, John, for all your work.

I'd also like to thank Sir Trevor Pears and everyone at the Antisemitism Policy Trust, who made today's world-first conference happen... And the three women who chaired it: Luciana Berger, Theresa Villiers, and Dr Lisa Cameron – a trio that demonstrates how this is an issue that truly transcends party lines.

But most of all, I'd like to thank each and every one of you.

As Claire Kober said when she was bombarded with abuse, "to be tolerant is to be complicit".

So thank you for refusing to tolerate antisemitism and misogyny in any form.

Thank you for refusing to be complicit and look the other way when confronted with bigotry of any kind.

And thank you for lending your voices to the growing chorus that will drown out the sound and fury of the racists and the sexists.

Freedom of thought and freedom of speech have never meant freedom to abuse and freedom to threaten.

Antisemitism and misogyny have no place in this country.

Hatred can be defeated.

Hatred must be defeated.

And, when I look around this room and see so many brave, dedicated men and women, I know that hatred will be defeated.