

# Consumer Alert

## A MESSAGE FROM UNIVERSITY OF FLORIDA PERFORMING ARTS ABOUT TICKET BROKERS

UF Performing Arts reminds its customers that [performingarts.ufl.edu](http://performingarts.ufl.edu) is the official web site, and the Phillips Center box office, located at the Phillips Center, phone number 352-392-ARTS (2787), is the only official ticket seller for events held at the Phillips Center, Squitieri Studio Theatre, and University Auditorium.

We urge you to protect yourself from scams and scalpers, do not be fooled by imitators, and do not pay more than you have to.

If you purchase tickets from anyone other than [performingarts.ufl.edu](http://performingarts.ufl.edu), [tickets.performingarts.ufl.edu](http://tickets.performingarts.ufl.edu) or 352-392-ARTS, you are buying from a ticket broker, and you are paying much more than you need to. Ticket brokers make it appear that they have "special access" to the best seats, but all they are doing is purchasing tickets from the UFPA website or Phillips Center box office and reselling them to you at a markup.

Even when a ticket broker is operating within the law, you still pay more than you need to, and not one cent of the markup goes to the artist or to UFPA, who invested the time and money to make the show possible in the first place.

If you purchase from a ticket broker and there is anything wrong with your order, the theater cannot help you because you did not purchase your tickets from the UFPA website or Phillips Center Box Office. If a show is cancelled or rescheduled, you may have trouble collecting a refund or getting additional information from a ticket scalper or broker.

Sadly, in addition to ticket brokers who operate within the law, there are unscrupulous vendors who will sell you outright fraudulent tickets. When this happens, UFPA cannot help you.

Even when you *think* a show is sold out, it's always worth a phone call to the Phillips Center ticket office at 352-392-ARTS (2787) to see if tickets are available.