

Putting the Digital Services Act into Action:

Euroconsumers files joint complaint against Viagogo to safeguard a fair market for live events

Brussels, 22nd October – Euroconsumers, together with its member organisations OCU, Altroconsumo, Test-Achats/Test-Aankoop, DECO and DECO PROteste, has filed a joint DSA complaint against the ticket resale platform Viagogo. This action is part of a broader campaign to restore fairness to the ticket market.

According to Euroconsumers, **Viagogo’s platform misleads consumers into overpaying for tickets and conceals essential information about sellers**, undermining basic consumer protection rules and ultimately a fair digital EU market. The joint complaint, submitted to the **Irish Digital Services Coordinator** as well as the Digital Services Coordinators (DSCs) in **Italy, Belgium, Spain, and Portugal**, shows that Viagogo systematically breaches several provisions of the DSA, including:

- **Article 25** – manipulative interface design;
- **Article 27** – transparency in recommendation systems;
- **Article 30** – identification and traceability;
- **Article 28** – protection of minors;
- **Article 14** – transparency in terms and conditions.

*“For too long, Viagogo has profited from unfair practices and opaque strategies that hurt fans and distort the live events market. Buying a ticket should be your way-in for a priceless experience, not a fast track to deception and overcharges” said **Els Bruggeman**, Head of Policy and Enforcement at Euroconsumers. “The DSA was designed to stop precisely this kind of behaviour and today we’re putting it to the test across multiple European countries.”*

Ensuring fair access to priceless experiences

Euroconsumers is committed to making live events accessible and fair for everyone. **Attending a concert or sport event should be a priceless experience, not a market tool to squeeze consumers for the highest possible profit.** After tackling unfairness in the primary ticket market through our dynamic pricing campaign “[The Real Price of Priceless](#)”, Euroconsumers is now turning its focus to the secondary resale market.

Viagogo, one of the largest ticket resale platforms, does not play by the rules, Its practices have contributed to **inflated prices, lack of transparency and manipulative**

sales tactics that have exploited consumers for years. That is why Euroconsumers and its member organisations are stepping up to restore the integrity of the ticket market.

“The Digital Services Act is a landmark tool to make online platforms accountable,” added **Marco Scialdone**, Head of Litigation and Academic Outreach at Euroconsumers. *“We expect authorities to act swiftly to enforce the rules and protect consumers across Europe.”*

The complainants are urging the DSCs to open formal investigations into Viagogo’s practices and coordinate across Italy, Belgium, Spain, and Portugal to ensure effective enforcement.

You can read Euroconsumers’ complaint here: [Complaint against Viagogo](#)

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About Euroconsumers

Gathering five national consumer organisations and giving voice to a total of more than 6 million people in Italy, Belgium, Spain, Portugal and Brazil, Euroconsumers is the world’s leading consumer group in innovative information, personalised services and the defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives.