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My name is Laura Price and I have been the Director of Marketing and Ticketing at Rams Head On Stage in Annapolis, Maryland for 11 years. Rams Head On Stage is under the umbrella of Rams Head Presents which also promotes and tickets concerts and festivals at 8 different venues in Annapolis Maryland, in upstate New York and in Key West, Florida.

Rams Head On Stage alone presents approximately 350 concerts per year.

I am in support of Bill HB0701. I've seen firsthand the negative effects of the Ticket Scalping industry for as long as I've held this position.

There are numerous problems but I'd like to highlight 3 that are recurring, almost daily.

Number 1: There are a number of ticket resellers that create websites using **search engine title tags**, making their websites appear as though they are our **venue's** official website, then pay high dollar to search engines to make sure their websites come up first when fans search for concerts at our venue. This is deceptive to the consumer, allowing them to believe they are visiting **our** website, which is [www.ramsheadonstage.com](http://www.ramsheadonstage.com).

The 2<sup>nd</sup> problematic issue is that if these scalpers can "reel in" a music fan, many times the mark-up on each ticket is upwards of 8 to 10 times the face value. I remember a recent case where a lovely couple who had purchased tickets to their favorite band arrived at our venue and discovered that they paid \$400 per ticket to a show where the actual ticket was only \$50. They were furious and blamed our venue, asking us how we could let this happen. Our box office spends a lot of time on the phone with these consumers trying to educate them, **daily**.

The 3<sup>rd</sup> concerning issue is that when a music fan purchases tickets from a ticket reseller website, we rarely have access to the contact information if there is a show postponement or a show cancellation. Many times these victims have booked hotel stays, made weekend plans, and have even booked airfare in some cases.

As frequently as we try and put out there, please only visit our official website, this practice has become so pervasive that it is difficult to fight.

I feel Bill HB0701 is a great step in protecting the consumer.

A handwritten signature in black ink that reads "Laura Price". The signature is fluid and cursive, with the first name "Laura" and last name "Price" clearly legible.