

Public Statement: Disclosure of Facts Regarding Issues with the Sale and Resale of Concert Tickets for BTS WORLD TOUR 'ARIRANG' IN BANGKOK

Justice for Thai BTS ARMY — #JusticeforThaiBTSARMY
26 June 2026

Parties Involved and Affected

"Thai BTS ARMY fans," as consumers and the primary supporters of the BTS WORLD TOUR 'ARIRANG' IN BANGKOK concert — to be held at Rajamangala National Stadium, Bangkok, Thailand on 3, 5, and 6 December 2026 — wish to disclose to the public the facts and evidence relating to the sale and resale of tickets for this concert. Those directly affected are the large number of consumers who attempted to purchase tickets through the normal process and were unable to complete their purchase, while resellers offered tickets at prices many times above face value within a short period after the sell-out was announced.

Summary

Live Nation Tero Co., Ltd., as concert organizer, and Thai Ticket Major Co., Ltd., as ticketing agent, opened ticket sales between 9–11 June 2026. During the sale, the system experienced severe technical failures that affected a large number of buyers. After the sell-out was announced on 11 June 2026, a large volume of tickets appeared on the resale market almost immediately, at prices significantly above face value — despite the organizer having publicly announced measures prohibiting the use of automated programs and prohibiting ticket resale. To date, the organizer and ticketing agent have not fully enforced these announced measures.

Points of Distribution

Ticket sales took place on the Thai Ticket Major website. Resale activity has been documented both internationally and domestically, spreading across intermediary platforms — namely StubHub, Tixxa, and Viagogo — as well as across multiple social media and messaging app channels.

Documented Event Patterns

Across every ticket sale round on the ticketing agent's website, access was denied to a large number of genuine buyers, with the system interpreting normal user access as automated-program access. At the same time, the resale ticket pattern documented in evidence — showing show dates, zones, rows, and consecutive seat numbers appearing in sequential sets — occurred in a manner consistent with bulk purchasing via automated programs. The organizer had publicly announced Important Ticket Policy and Terms & Conditions prohibiting the use of automated programs and prohibiting ticket resale before ticket sales opened. However, the most recent ticket eligibility verification measure announced by the organizer covers only cases where the name on the ticket does not match the attendee.

It should further be noted that users were blocked by Error 418, a code commonly used as a bot-blocking signal by website anti-bot protection systems. However, consistent reports from affected users indicate that they were genuine buyers queuing through the normal process, who did not use any automated program or assistive tool. Their click rates and page refresh rates were consistent with normal user behavior — not repetitive or abnormally rapid — yet they were repeatedly denied access by the system.

Sequence of Events

- **9 June 2026** Weverse ARMY Presale, for ARMY Membership holders
9:00 AM: Queue started
10:00 AM: Sale started
5:04 PM: Organizer announced sell-out
- **10 June 2026** Live Nation Presale, for Live Nation members
9:00 AM: Queue started
10:00 AM: Sale started
1:15 PM: Organizer announced sell-out
- **11 June 2026** General Sale
9:00 AM: Queue started
10:00 AM: Sale started
12:30 PM: Organizer announced all rounds sold out
- **19 June 2026** 6:29 PM Organizer announced the ticket eligibility verification process

Issues Reported During the Three Sale Rounds (from a problem-report form with 1,288 total complainants)

- **622 reports (85%)** were denied access by the system via Error 418 — a code the system uses to interpret the user as a bot — despite being genuine buyers waiting in the normal queue, and were forced to restart the queue each time.
- **105 reports (14.3%)** experienced prolonged queue freezing; some had been queuing since the 9:00 AM opening and were only able to purchase between 4:00–4:10 PM.
- **5 reports (0.7%)** experienced a system crash during seat selection or payment.

Evidence of Ticket Resale

After the sell-out was announced on 11 June 2026, third parties began progressively listing tickets for resale, while large numbers of buyers who had queued normally still had not gained access to the seating chart.

Data compiled as of 21 June 2026:

- **1,041 evidence records**, covering **1,455 tickets listed for resale**
- Average markup above face value: **+314%**
- Maximum markup above face value: **+2,144%** (highest resale price: ฿175,000 per ticket)
- Total documented overcharge: **฿30,763,200.82**

Overcharge Share by Seller Category

Seller Category	Share of Overcharge
International Dealer	43.7%
Domestic Dealer	39.5%
Tixxa (resale platform)	10.6%
StubHub (resale platform)	3.2%
Viagogo (resale platform)	3.0%

Overcharge by Show Date

Show Date	Tickets listed for resale	Total Overcharge (฿)	Average Price per Ticket (฿)
3 December 2026	329	7,075,317	21,637
5 December 2026	476	9,507,048	20,401
6 December 2026	633	13,839,536	22,037
Total	1,455	30,763,201	—

A large proportion of tickets listed for resale display show date, zone, row, and seat number data appearing in consecutive sequential sets — consistent with bulk purchasing via automated programs — and this pattern occurred across all three sale rounds above.

Important Ticket Policy and Terms & Conditions

Announced by Live Nation Tero Co., Ltd., organizer of BTS WORLD TOUR 'ARIRANG' IN BANGKOK, on 22 May 2026 and 2 June 2026, respectively:

"Announcement: Important Ticket Policy for Concert Admission" — To ensure a secure and fair concert experience, the following policies will be strictly enforced:

1. The name on the ticket must be in English and match the concert attendee. No exceptions. A valid ID will be required at entry.
2. Power of attorney letters will not be accepted — only the original ticket holder will be admitted.
3. Buying or reselling tickets through unofficial sources — whether online or offline — may lead to your tickets being immediately canceled and invalid for entry. Tickets purchased from third parties or unauthorized sellers may be considered void. If this happens, you may be denied entry to the event, lose access to any included benefits or perks, and all related orders under the same account may be canceled without any refund.
4. Ticket holders that do not meet these requirements will be denied entry, and no refunds will be issued.

Live Nation Tero — FAQ Q7

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Thai Ticket Major — Terms and Conditions of Ticket Sale and Entry, in force since 5 May 2017

Ownerships of Ticket and Wristbands

Any and all tickets and wristbands shall remain the property of the Concert/Event Promoter at all times and non transferable/non re-sellable without the Promoter's prior consent. Any unlawful/unconsented transfer or reselling (or attempting to do so) is prohibited and may result in the seizure or cancellation of the tickets/wristbands without any refund or compensation and/or the ticket/wristband holders being refused entry to or removed from the Venue.

Past Conduct Standards

1. **LOVE OUT LOUD FAN FEST 2026**

On 27 March 2026, Thai Ticket Major previously conducted an audit of bot-driven system access and returned the audited tickets to the system for resale, demonstrating that the ticketing agent has both the technology and the process to identify and resolve the same type of issue seen with BTS WORLD TOUR 'ARIRANG' IN BANGKOK.

2. **2025 GOT7 CONCERT in BANGKOK**

On 5 April 2025, Thai Ticket Major issued a public warning to the Tixxa website to immediately cease selling tickets for the 2025 GOT7 CONCERT in BANGKOK, as Tixxa had not received any rights or lawful authorization from the organizer to sell tickets — demonstrating that the ticketing agent has previously taken proactive measures against resale platforms.

3. **Oasis Live '25 Tour**

Live Nation and Ticketmaster, the parent company group of this concert's organizer, previously cancelled tickets found to have been obtained through automated programs (bots) for the Oasis Live '25 Tour — demonstrating that this type of measure is a practice the parent company group has successfully carried out before, and not a demand beyond the organization's capabilities.

These three precedents demonstrate that both the domestic ticketing agent and the international parent company group have the capability, technology, and practical track record to successfully address issues of automated-program use and ticket resale. The demands in this statement therefore ask that an existing, already-proven practice be applied to this case — not a new demand without precedent.

Open Letters and Public Evidence Reporting

Thai BTS ARMY fans submitted an open letter to the organizer and ticketing agent on 12 June 2026, calling for the Important Ticket Policy and Terms & Conditions already announced to be seriously enforced — including auditing transactions that violate the stated conditions, pulling violating tickets, and returning them to the system for resale, with the results disclosed to the public — citing the precedents described above.

On 15 June 2026, a follow-up letter was submitted to demand progress, as no clarification or update had been received regarding the 12 June letter, while evidence of resale across all three show dates at prices above face value continued to appear publicly. This letter pointed out that, since the purchase process requires buyers to enter the attendee's full English name for every ticket before payment is processed — and the name is locked at the time of purchase — every ticket listed for resale will automatically have a name mismatch, as the new buyer's name can never match the original name printed on the ticket. Thus every ticket listed for resale inherently meets both the name-on-ticket condition and the ticket-ownership condition that the organizer and ticketing agent had themselves announced, which are grounds for denial of entry under Clause 1 (with no refund) and seizure or cancellation under Thai Ticket Major Co., Ltd., Clause 11. This can be done proactively, without waiting for the concert date — seat number and zone data from resale listings can be directly cross-referenced against Thai Ticket Major Co., Ltd.'s own sales records. There is therefore no ambiguity in the conditions for action, and no need to wait for individual complaints.

Beyond the open letters, Thai BTS ARMY fans built a website compiling resale evidence in a format open to real-time public verification, and have reported the cumulative overcharge total to the public on an almost daily basis since 16 June 2026, as follows:

- **16 June 2026** First reported cumulative overcharge total: ฿6.6 million, updated the same day to ฿8 million
- **17 June 2026** Total increased to ฿8 million
- **18 June 2026** Total increased to ฿10.1 million. On this same day, the ticketing agent published a promotional post for 5 upcoming concerts at Rajamangala National Stadium in the second half of 2026, including BTS WORLD TOUR 'ARIRANG' IN BANGKOK, without making any mention of the continuously documented resale issue.
- **19 June 2026** Total increased to ฿16.4 million, the same day the organizer issued the ticket eligibility verification announcement discussed below.

This continuously publicly reported overcharge data has been accessible and verifiable by the organizer and ticketing agent at all times, the same as for the general public. From 16 June 2026 to the date of this statement, the reported total rose from ฿6.6 million to ฿27.3 million, during which time the organizer and ticketing agent have not clarified or taken any public action on this issue.

Announcement of the Ticket Eligibility Verification Process (19 June 2026)

Live Nation Tero Co., Ltd. issued an announcement of a ticket eligibility verification process, requiring buyers whose ticket name does not match the person presenting it to verify their identity between 20 June and 4 July 2026, failing which the ticket will be cancelled and returned to the system.

The issues that Thai BTS ARMY fans have reported are not limited to whether the name on the ticket matches the attendee. Yet this announcement references only the single policy element the organizer had previously announced before ticket sales — the name-matching requirement — while the Important Ticket Policy and Terms & Conditions concerning bots and third-party ticket resale, which directly address the issue Thai BTS ARMY fans have reported, are not addressed in this announcement at all.

On this same issue of the name on the ticket, there are also reports from multiple consumers of irregularities occurring directly at the ticketing agent's own service counters, which suggest that the name-on-ticket issue may have a broader dimension than this eligibility verification announcement covers. It is not yet possible to determine whether this conduct is recent or has occurred previously.

Data collection has found cases of third parties offering tickets listed for resale while stating that they could arrange for the name on the ticket to be changed to match the new buyer. In some cases, this was arranged to take place directly at the ticketing agent's counter, and the newly issued ticket at the counter showed the new buyer's name in place of the original buyer's name.

In addition, cases have been found where the date printed on the physical ticket (or the "sale date" indicated on the ticket) falls after 11 June 2026 — the date the organizer announced that all rounds were sold out.

The above information is still being compiled and systematically verified, so it cannot yet be concluded whether this conduct is widespread or isolated, and no claim is made that any specific counter staff member was involved.

However, if these reports prove accurate, they would represent an important observation regarding the Important Ticket Policy and Terms & Conditions the organizer itself announced, stating that the name on the

ticket cannot be changed under any circumstances. If a channel for changing the name does in fact exist at the point of service, then the conditions the organizer has announced may not be consistent with actual practice.

Calls for Action

Thai BTS ARMY fans believe that the organizer and ticketing agent will enforce all policy and terms & conditions publicly announced — not only some of them — and believe that the relevant authorities will consider taking legal action within their jurisdiction. Thai BTS ARMY fans hereby demand the following:

To the Organizer and Ticketing Agent

1. Request that the organizer and ticketing agent publicly clarify whether the announced ticket eligibility verification process covers the Important Ticket Policy and Terms & Conditions concerning the use of automated programs and third-party ticket resale, and continue to update the public on progress.
2. Request that the organizer and ticketing agent fully enforce all policy and terms & conditions announced — not only the name-matching requirement.
3. Request that tickets verified to violate the announced Important Ticket Policy and Terms & Conditions be returned to the system for resale, in order to fairly distribute tickets to consumers as announced.

To the Office of the Consumer Protection Board (OCPB)

1. Request that the OCPB investigate whether the organizer and ticketing agent publicly announcing Important Ticket Policy and Terms & Conditions and then failing to enforce them constitutes unfair conduct toward consumers under the Consumer Protection Act.
2. Request that the OCPB order or recommend that the organizer and ticketing agent act according to the announced policy and terms to return tickets to the system for resale, if it is found that tickets listed for resale resulted from transactions violating the stated conditions.
3. Request that the OCPB publicly disclose the results of any action taken, so that consumers still waiting to purchase tickets receive complete information.

To the Department of Internal Trade

1. Request that the Department investigate whether the advertised resale of concert tickets at prices significantly above face value, as shown in the evidence, constitutes unfair trade practice or unfair pricing of goods and services under the law.
2. Request that the Department investigate whether the organizer and ticketing agent announcing the Important Ticket Policy and Terms & Conditions prohibiting resale, and then failing to enforce them — allowing the resale market to persist and continue — constitutes facilitating or permitting unfair trade.

3. Request that the Department order or recommend that the organizer and ticketing agent enforce the announced policy and terms & conditions, to prevent further harm to consumers before the concert date.

To the Consumer Protection Police Division

1. Request that the Division investigate whether the ticket purchase pattern shown by sequential seat numbers and zones appearing in sets, occurring across every sale round, constitutes the use of automated computer programs or the creation of duplicate accounts for bulk ticket purchasing in a manner that constitutes an offense within the jurisdiction of the Consumer Protection Police Division.
2. Request that the Division coordinate with the ticketing agent to cross-reference ticket purchase transactions against the resale listing evidence, which details show date, zone, row, and seat number.

To the Revenue Department

1. Request that the Department investigate whether the pattern of concert ticket resale shown in the extensive evidence constitutes conducting business or engaging in regular trade activity subject to income tax under the law.
2. Request that the Department consider approaches for auditing income from this type of ticket resale, both from sellers operating via social media and via intermediary websites, to ensure complete and lawful tax collection.

All evidence referenced in this statement is disclosed to the public and available for verification in full:

- <https://news.candyclover.com/resale-evidence>
- <https://news.candyclover.com/system-evidence>

Thai BTS ARMY

26 June 2026