

# ANNUAL REPORT & FINANCIAL STATEMENTS 2015-16



SECURE  
TICKETS *from*  
AUTHORISED  
RETAILERS™



# STAR MEMBERS - JUNE 2016

## FULL MEMBERS

Albamarle of London

Amazon Tickets

ATG Tickets

AXS

DICE FM

DHP Family

eLondonTickets

Encore Tickets

Eventim UK

Flame Concepts

fromtheboxoffice.com

Gigantic Tickets

Hull UK City of Culture

lastminute.com

Last Second Tickets

Leicester Square Box Office

London Theatre Bookings

London Theatre Direct

Margo Tickets

Quaytickets

Ringside World

See Tickets

Theatre Tickets Direct

Ticket Arena

The Ticket Factory

The Ticket Machine Group

The Ticket Sellers

Ticketline

Ticketmaster UK

Ticket Quarter

TicketSource

Ticket Text

TicketWeb (UK)

TicketZone

TodayTix

TYG Ltd

WeGotTickets

WhatsOnStage

Wilson Digital Media

## PROVISIONAL MEMBERS

Coras

KX Tickets

## ASSOCIATE MEMBERS – VENUES

ACC & Echo Arena, Liverpool

Adelphi Theatre

Aldwych Theatre

Almeida Theatre

Ambassadors Theatre

Apollo Theatre

Apollo Victoria

Arts Club Liverpool

Aylesbury Waterside Theatre

Barclaycard Arena, Birmingham

Bridge Theatre, London

Bristol Hippodrome

Cambridge Theatre

Criterion Theatre

Delfont Mackintosh Theatres

Donmar Warehouse Theatre

Duchess Theatre

Duke of York's Theatre

Echo Arena, Liverpool

Edinburgh Playhouse

Empire Theatre, Liverpool

Fortune Theatre

Garrick Theatre

Genting Arena, Birmingham

Gielgud Theatre

Grand Opera House, York

Harold Pinter Theatre

Her Majesty's Theatre

King's Theatre, Glasgow

Leas Cliff Hall, Folkestone

Live Nation

London Coliseum

London Palladium

The Lowry, Salford

Lyceum Theatre

Lyric Theatre

Manchester Opera House

Manchester Palace Theatre

Milton Keynes Theatre

Motorpoint Arena, Cardiff

Motorpoint Arena, Nottingham

Nederlander Dominion Theatre

New Alexandra Theatre, Birmingham

New London Theatre

New Theatre, Oxford

New Victoria Theatre, Woking

New Wimbledon Theatre & Studio

Newcastle Theatre Royal

Nimax Theatres

Noel Coward Theatre

Novello Theatre

Nuffield Theatre, Southampton

O2 ABC, Glasgow

O2 Academy, Birmingham

O2 Academy, Bournemouth

O2 Academy, Bristol

O2 Academy, Brixton

O2 Academy, Glasgow

O2 Academy, Islington

O2 Academy, Leeds

O2 Academy, Leicester

O2 Academy, Liverpool

O2 Academy, Newcastle

O2 Academy, Oxford

O2 Academy, Sheffield

O2 Apollo, Manchester

O2 Forum, Kentish Town

O2 Guildhall Southampton

O2 Institute, Birmingham

O2 Ritz, Manchester

O2 Shepherds Bush Empire

The Old Vic Theatre

The Other Palace

Oxford Playhouse

Palace Theatre

Phoenix Theatre

Piccadilly Theatre

Playhouse Theatre

Prince Edward Theatre

Prince of Wales Theatre

Princess Theatre, Torquay

Queens Theatre

Really Useful Theatres Group

Regent Theatre, Stoke-on-Trent

Richmond Theatre

Royal Opera House

Royal Shakespeare Company

St Martin's Theatre

Savoy Theatre

SEC & The SSE Hydro, Glasgow

Shaftesbury Theatre

Sheffield Arena

Southport Theatre and Convention Centre

The SSE Arena, Wembley

Stephen Joseph Theatre, Scarborough

Sunderland Empire

Theatre Royal Brighton

Theatre Royal Drury Lane

Theatre Royal Glasgow

Trafalgar Studios

Vaudeville Theatre

Victoria Hall, Stoke-on-Trent

Victoria Palace

Watford Palace Theatre

Wyndhams Theatre

York Theatre Royal

## PRODUCERS

Cameron Mackintosh

Disney Theatrical Productions

ebp Live

Eleven Arches

## ORGANISATIONS

National Arenas Association

Society of London Theatre

UK Theatre

## AFFILIATES

Abbey Box Office

AKA

Best of Theatre

Best Union UK

Booking Protect

Boom Ents

CheapTheatreTickets.com

Dewynters

Front Gate Tickets

Get Street Team

JM Marketing

Made in 2010

O2 Priority

SeatPlan

Spektrix

Squire Patton Boggs

Theatreland

theatremonkey.com

TicketPlan

TopTix UK

Tungate Group

Universe

## TRAVEL AFFILIATE MEMBERS

Big Green Coach/Planet Festival

Hotel Direct

Scancoming

Superbreak

Tickettree.com

# PERIOD OF THIS REPORT

This report covers the period from November 2015 to October 2016 in line with the Society's accounting reference date. In the interests of keeping the information enclosed as current as possible, information about the period from November 2016 to June 2017 is also included where relevant.

## THE PURPOSE OF STAR

The Society of Ticket Agents and Retailers, or STAR, was formed in November 1997 by a number of companies and organisations within the ticketing industry to promote high standards of service to consumers and to enhance and promote the public perception of the ticket agents' industry.

The membership of STAR is drawn from the ticketing industry. The administrative functions are carried out by the Council which, together with the Chair of the Council, is elected biennially by the membership of STAR. Day-to-day functions are carried out by the Secretariat, which provides information and advice in relation to STAR and the operation of its Code of Practice. A sub-committee examines all breaches of the Code reported to it and disciplines members where it considers such action necessary, action that potentially including expulsion from STAR in the most serious cases. Appeals in relation to the sub-committee's decisions are heard by the Council. The membership of this sub-committee is drawn from members of the Council and independent persons, the latter always being in the majority and providing the Chair. Any Council member with a business interest in a case being considered by the sub-committee is not eligible to vote on any matter concerning such a case at a meeting at which it is considered.

**STAR is funded by annual contributions from its membership.**

**Membership of STAR can be recognised by the use of the organisation's registered trademark, found on the cover to this report.**



# THE CHAIRMAN'S STATEMENT



As I write this, we are on the verge of another General Election and in the wake of the dreadful terrorist attacks in London and Manchester.

It was remarkable that the extraordinary One Love Manchester concert was delivered as a defiant response to the Manchester Arena attack within just two weeks. This involved, amidst all the other complex planning, intricate ticketing arrangements ensuring that those who had been at the Ariana Grande concert on the night of the bombing could access their free tickets, preventing tickets being resold for profit and weeding out thousands of iniquitous false claims for free tickets. And, on top of that, selling the remainder of the 50,000 tickets just four days before the event took place. Live Nation, Ticketmaster and everyone involved in the event deserve our praise and thanks. Our thoughts continue to be with everyone affected by the recent attacks.

Ticketing, I have grown to learn in the past fifteen months since joining STAR, is a fascinating, if complicated, industry. It is at the heart of the tremendous success of the UK entertainment business, but also at times a focus for frustration and criticism. Between them, our members sell well over 50 million tickets a year and the vast majority of those are delivered to people who go on to attend the events they want to see together with family and friends. Sometimes, however, it is the excesses that affect the most sought-after events that dominate the news headlines and tell a different story.

The issue of ticket touting, the numbers of tickets that appear on the secondary market and the methods employed by touts to secure those tickets have featured not only in the news in the past year, but also in debates in Parliament and Select Committees. Much of this followed on from the Waterson Review of the secondary ticket market, published in May 2016. There is, rightly, indignation that tickets are scooped up in vast numbers when they first appear on sale, sometimes through the use of automated software. The Government acted on this by making the use of such bots to exceed ticket purchase limits a criminal offence in the recent Digital Economy Act. Exactly how this will play out in practice is yet to be seen.

Part of STAR's response to Waterson Review was to pull together two meetings of key entertainment industry organisations with representatives from government departments and, most importantly, the Competition and Markets Authority (CMA). Professor Waterson made a number of recommendations to the primary ticket market which need discussion and consideration. We have been pleased to lead on that and to have been recognised for it in the Government's official response to the Waterson Review. We were extremely impressed by the breadth of organisations that participated in these meetings, and the genuine desire to see through the complex issues to find practical measures that would enable us all to help shape the future of the industry. We look forward to continuing that work after the election and also to learning the outcome of the CMA's current enforcement review of consumer protection compliance in the secondary ticket market.

STAR was also invited by the DCMS to meet with the Cyber Information Sharing Partnership, and, as a result, STAR members are able to access this incredibly valuable forum as part of their work to help safeguard their organisations against cyber-attack.

Consumer protection is core to STAR's purpose and the development of the STAR Code, to update it and to incorporate both legislation and best practice with regard to resale is an important step. It is not a panacea to address all the concerns that are expressed around the issue of the secondary market, but it would be a move towards helping customers distinguish between those that operate legitimately and accountably and those that don't. We will only ever welcome into STAR membership companies that operate within the law and within our Code of Practice.

Ticket fraud is an issue that continues. We were therefore very pleased to co-operate with Action Fraud, Get Safe Online and the City of London Police on a very successful public awareness campaign to caution customers and guide them towards buying tickets from STAR members.

Our attention to improving access to tickets for disabled people has continued and we are currently working with Martin Austin at Nimbus Disability on a Best Practice Guide that will be published in the very near future. We have also hosted five Accessible Ticketing workshops since December last year which have helped increase people's knowledge of the issues and point towards the necessary adjustments.

Our award for Outstanding Customer Service, presented at the Society of Box Office Managers awards event in April, went for a second time to WeGotTickets in Oxford. They received a large number of nominations from customers who were also very praiseworthy in their comments. Many congratulations to them.

STAR has been underpinning the great customer service provided by our members through our dispute resolution service since STAR was formed, nearly twenty years ago. We are therefore extremely pleased that we have now been recognised by the Department for Business, Energy and Industrial Strategy as an approved Alternative Dispute Resolution provider. This is a significant development and means that members can fulfil their legal responsibility to provide customers with details of an approved ADR body by naming and working with STAR in respect of consumer disputes.

My thanks, as always, to my colleagues on the STAR Council who, on your behalf, give their time to steering STAR through waters that can sometimes be difficult to navigate. There is a diversity of views in our membership on various issues and you can be sure that is properly reflected around the board table as well. My thanks especially to those whose time on the Council will come to an end at the AGM this month. But, most importantly, thanks to the STAR members for their continued and steadfast commitment to serving their customers, and their industry, through their support of STAR and its work.

Finally, we are all indebted to the magnificent unstinting efforts of our Chief Executive, Jonathan Brown, ably assisted in the York office by Beth and Roz before they moved on to pastures new, and now by Megan Conman who joined STAR last August in a full-time capacity as External Relations Manager.

**Adrian Sanders**  
Chairman

A handwritten signature in blue ink, appearing to read 'Adrian Sanders', written over a light blue background.

# THE STAR COUNCIL AT 20 JUNE 17

The STAR Council comprises the elected directors of the organisation. Elections take place each year at the Annual General Meeting.

All members of the Council retire at the AGM two years after they are elected AGM but may stand for re-election if they so choose.

New nominations to the Council are solicited from the membership. The council also co -opts additional members on an ex-officio basis. The present Council comprises:

**ADRIAN SANDERS (CHAIR)**

**SAAD AFZAL\***

Ticketing Director, Live Nation (Music) UK Limited

**JANE DRAKESMITH (EX OFFICIO)**

Head of Sales and Ticketing, Society of London Theatre

**PAULINE FALLOWELL**

Head of Sales and Audience Insight, London Theatre Company, Bridge Theatre

**MARTIN FITZGERALD\*\***

Chief Commercial Officer, See Tickets

**RICHARD HOWLE\*\***

Commercial Director, Really Useful Theatres Group

**ANTON LOCKWOOD (EX OFFICIO)**

Promotions Director, DHP Family, representing the Concert Promoters' Association

**WILL QUEKETT\***

Business Development Director, JM Marketing Ltd

**CHRIS RYAN (EX OFFICIO)**

Commercial Director, Encore Tickets

**DOUG SMITH\*\***

SVP, Business Operations, Ticketmaster UK

**DAVID THOMAS (DEPUTY CHAIRMAN)\*\***

Head of Theatre and Events, Superbreak

**LINDA TURNER**

Head of Ticketing Operations, ACC Liverpool Group

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Those Council members noted \* above are resigning at the AGM on 20 June 2017.

Those Council members noted \*\* above are resigning at the AGM on 20 June 2017 and standing for re-election.

The day-to-day administration of STAR is dealt with by the Chief Executive, Jonathan Brown, and External Relations Manager, Megan Conman.

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# THE WORK OF STAR

The STAR Website ([www.star.org.uk](http://www.star.org.uk)) receives around 210 visitors a day. The website offers visitors comprehensive advice on ticket buying, news updates, contact details for members, the Code of Practice and information on making a complaint. STAR members are asked to provide a link from their own websites to STAR and links can also be found from other resources providing information to the ticket-buying public.

## THE STAR HELPLINE

The STAR Helpline (01904 234737) receives a broad range of enquiries which, along with enquiries submitted by post and e-mail ([info@star.org.uk](mailto:info@star.org.uk)) include:

- complaints (against members and non-members)
- requests for advice as to how and where to buy tickets
- press and media enquiries
- enquiries from new businesses in the industry
- enquiries from trading standards bodies
- membership enquiries

## COMPLAINTS

STAR requires that members deal with complaints within five working days. On occasion new or unresolved complaints are referred to STAR, either by the members or the customer involved. Conciliation then takes place through the STAR office in an effort to reach a satisfactory resolution. In the event of a dispute not being resolved through this process, complaints may be referred to an independent disciplinary sub-committee to resolve the issue and, if necessary, to issue penalties if a member is found to have breached the Code of Practice. These penalties include fines, suspension of membership and, ultimately, expulsion from STAR.

This process will change from June 2017 as STAR has been approved as an official Alternative Dispute Resolution (ADR) body. The new procedures build on STAR's current dispute resolution service, which has been established over the past twenty years, and conforms to the requirements made of approved ADR providers.

In the year ended 31 October 2016, STAR received 720 (746 in 2015) complaints, the majority of which were resolved immediately by the member concerned. The highest level of complaints focused on refund and exchange policies (12%) with delivery issues (9%) and event issues (8%), being the next two main causes for complaint. It was not necessary for any complaints to be referred to the disciplinary sub-committee during the year. The number of complaints referred to STAR will often depend on how individual member companies use STAR effectively in their dispute resolution procedure. The majority of members resolve disputes directly with customers before they ever need to be referred to STAR.

### Examples of Complaints

A customer had carefully selected seated tickets for an outdoor concert. Her father was eighty, with Alzheimer's, and she was also unwell at the time. When arriving at the venue, the customer discovered that she and her father had been reseated some distance away and towards the top of a steeply-raked block. The new position caused difficulty and discomfort and it was not possible to find alternative seats on the night. In addition, it was impossible to see the firework display at the end of the concert because of the roof over the block. She was unhappy with the original offer of complimentary tickets for a future event, particularly as attending the original concert had been so difficult. STAR worked with the ticket agent who was able to get a full refund from the event promoter.

A gig was sold as a general admission event but also with the options of standing at ground level or being seated in the balcony. The customer was disappointed to discover that he had general admission (unreserved) balcony seats and would not be standing. He contested that the tickets had been mis-sold, but having confirmed the buying process with the ticket agent, STAR was able to confirm to the customer that the options had been clearly presented to him at the time of purchase.

A customer spotted some seats for sale through an agent which were specified as being in the highest price band, but at a special offer price with a pre-theatre meal. The seats she wanted were in row C of the stalls. While she was trying to buy them online, those seats became unavailable so she called the agent instead and bought tickets over the phone. When she received the confirmation email, she saw that the seats were in row C of the circle, not the stalls. Initially, the agent was unwilling to help the customer but it was later discovered from a recording that the agent had not confirmed on the phone that the seats were in the circle. Following discussions with STAR, the agent agreed to offer the customer seats in the stalls, together with a meal, at the same offer price she had originally responded to.



**THE SOCIETY OF TICKET AGENTS AND RETAILERS**  
(A COMPANY LIMITED BY GUARANTEE)

**REGISTERED NO. 3453544**  
**UNAUDITED DIRECTORS' REPORT AND FINANCIAL**  
**STATEMENTS FOR THE YEAR ENDED**  
**31 OCTOBER 2016**

## **COMPANY INFORMATION**

Directors R Edwards (resigned 17 February 2016)  
D Thomas  
S Afzal  
M Fitzgerald  
H Brownlee (resigned 26 May 2017)  
W Quekett  
D Smith  
R Howle  
N Edwards (resigned 11 May 2016)  
P Fallowell (appointed 23 June 2016)  
L Turner (appointed 23 June 2016)

Company secretary J Brown

Chairman A Sanders

Company number 03453544

Registered office Regina House  
124 Finchley Road  
London  
NW3 5JS

Trading address P.O. Box 708  
St Leonard's Place  
York  
YO1 0GT

Accountants Nyman Libson Paul Chartered Accountants  
Regina House  
124 Finchley Road  
London  
NW3 5JS



# THE SOCIETY OF TICKET AGENTS AND RETAILERS (A COMPANY LIMITED BY GUARANTEE)

## DIRECTORS' REPORT FOR THE YEAR ENDED 31 OCTOBER 2016

The directors present their report and the financial statements for the year ended 31 October 2016.

### PRINCIPAL ACTIVITIES

The principal activity of the company is to operate an organisation which is representative of all those involved in the sale or resale of tickets within the entertainment industry and which enhances and promotes the public perception of this industry and promotes good practice and high standards of service to the general public.

### DIRECTORS

The directors who served during the year were:

R Edwards (resigned 17 February 2016)

D Thomas

S Afzal

M Fitzgerald

H Brownlee (resigned 26 May 2017)

W Quekett

D Smith

R Howle

N Edwards (resigned 11 May 2016)

P Fallowell (appointed 23 June 2016)

L Turner (appointed 23 June 2016)

### DIRECTORS' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the directors' report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- ★ select suitable accounting policies and then apply them consistently;
- ★ make judgments and accounting estimates that are reasonable and prudent;
- ★ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

This report was approved by the board and signed on its behalf.

A Sanders  
Chairman  
18 May 2017



# THE SOCIETY OF TICKET AGENTS AND RETAILERS (A COMPANY LIMITED BY GUARANTEE)

## CHARTERED ACCOUNTANTS' REPORT TO THE BOARD OF DIRECTORS ON THE PREPARATION OF THE UNAUDITED STATUTORY FINANCIAL STATEMENTS OF THE SOCIETY OF TICKET AGENTS AND RETAILERS FOR THE YEAR ENDED 31 OCTOBER 2016

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the financial statements of The Society of Ticket Agents and Retailers for the year ended 31 October 2016 which comprise the profit and loss account, the balance sheet and the related notes from the company's accounting records and from information and explanations you have given to us.

As a member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at [icaew.com/en/membership/regulations-standards-and-guidance](http://icaew.com/en/membership/regulations-standards-and-guidance).

This report is made solely to the board of directors of The Society of Ticket Agents and Retailers, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the financial statements of The Society of Ticket Agents and Retailers and state those matters that we have agreed to state to them in this report in accordance with ICAEW Technical release TECH07/I6AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than The Society of Ticket Agents and Retailers and its board of directors, as a body, for our work or for this report.

It is your duty to ensure that The Society of Ticket Agents and Retailers has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the assets, liabilities, financial position and loss. You consider that The Society of Ticket Agents and Retailers is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or review of the financial statements of The Society of Ticket Agents and Retailers. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory financial statements.

Nyman Libson Paul Chartered Accountants

Regina House 124 Finchley Road London NW3 5JS

18 May 2017



# FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 OCTOBER 2016

## PROFIT AND LOSS ACCOUNT

	Note	2016 £	2015 £
<b>TURNOVER</b>	1	126,537	122,295
Administrative expenses		<u>(128,659)</u>	<u>(123,933)</u>
<b>OPERATING LOSS</b>	2	(2,122)	(1,638)
Interest receivable and similar income		<u>30</u>	<u>33</u>
<b>LOSS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>		(2,092)	(1,605)
Tax on loss on ordinary activities		<u>-</u>	<u>-</u>
<b>LOSS FOR THE FINANCIAL YEAR</b>	7	<u>(2,092)</u>	<u>(1,605)</u>

## BALANCE SHEET AS AT 31 OCTOBER 2016

		2016 £	2015 £
<b>FIXED ASSETS</b>			
Tangible assets	4	905	1,751
<b>CURRENT ASSETS</b>			
Debtors	5	1,850	1,336
Cash at bank		<u>37,713</u>	<u>46,594</u>
		39,563	47,930
<b>CREDITORS:</b>			
Amounts falling due within one year	6	<u>(4,772)</u>	<u>(11,893)</u>
<b>NET CURRENT ASSETS</b>		<u>34,791</u>	<u>36,037</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>35,696</u>	<u>37,788</u>
<b>CAPITAL AND RESERVES</b>			
Profit and loss account	7	<u>35,696</u>	<u>37,788</u>
		35,696	37,788

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 October 2016 and of its loss for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions applicable to small companies within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 18 May 2017.

D Thomas  
Director

W Quekett  
Director



# THE SOCIETY OF TICKET AGENTS AND RETAILERS (A COMPANY LIMITED BY GUARANTEE)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 OCTOBER 2016

### I ACCOUNTING POLICIES

#### I.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015).

#### I.2 Turnover

Turnover represents subscriptions and levies receivable from members.

#### I.3 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: Office equipment - 25%

### 2 OPERATING LOSS

The operating loss is stated after charging:	2016	2015
Depreciation of tangible fixed assets:	£	£
- owned by the company	846	846
Pension costs	3,465	2,547

### 3 DIRECTORS' REMUNERATION

	2016	2015
Aggregate remuneration	£	£
	-	2,000

### 4 TANGIBLE FIXED ASSETS

Cost	Other fixed assets
At 1 November 2015 & 31 October 2016	£
	3,384
<b>Depreciation</b>	
At 1 November 2015	1,633
Charge for the year	846
At 31 October 2016	2,479
<b>Net book value</b>	
At 31 October 2016	905
At 31 October 2015	1,751

### 5 DEBTORS

	2016	2015
Trade debtors	£	£
Other debtors	806	1,063
Tax recoverable	1,044	-
	-	273
	1,850	1,336

### 6 CREDITORS

Amounts falling due within one year	2016	2015
Trade creditors	£	£
Other creditors	-	6,242
	4,772	5,651
	4,772	11,893

### 7 RESERVES

	Profit and loss account
	£
At 1 November 2015	37,788
Loss	(2,092)
At 31 October 2016	35,696

### 8 COMPANY STATUS

There is no overall controlling party of the company, and it does not have a share capital being limited by guarantee. In the event of the company being wound up, the maximum amount which each member is liable to contribute is £10. At 31 October 2016 there were 44 full members (2015: 43).

### 9 RELATED PARTY TRANSACTIONS

Turnover includes £92,756 (2015: £87,858) in respect of fees receivable from the company's full members. At the balance sheet date members owed £Nil (2015: £Nil) to the company.





SECURE  
TICKETS *from*  
AUTHORISED  
RETAILERS™

SOCIETY OF TICKET AGENTS AND RETAILERS

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T: +44 (0) 1904 234737  
E: [INFO@STAR.ORG.UK](mailto:INFO@STAR.ORG.UK)

[WWW.STAR.ORG.UK](http://WWW.STAR.ORG.UK)