

Will Collin

From: Andy McPhedran [s.9\(2\)\(a\)](#)
Sent: Saturday, 13 April 2019 4:10 p.m.
To: Consumer Policy
Subject: Ticket reselling in New Zealand discussion document

Sent from [Mail](#) for Windows 10

My submission is as follows:-

Whilst I have never been ripped off by a reseller, I do sympathise with those who have.

The whole process of buying tickets needs to be changed.

Firstly, setting an unreasonable time for tickets going on sale. I had to take a day off work several years ago to try for tickets to The Eagles in Auckland because they went on sale at 0900, this is totally wrong, why not a time later in the day, when people are home. I was successful but it just added to the cost of going.

Long delays waiting to get through to agencies that sell tickets because of internet usage, then waiting for ages to find out if the transaction has completed.

Policing of ticket limits needs to be enforced better to stop the scalping. If there is a limit on numbers bought per transaction, then it must be adhered to.

Tickets NOT to be resold for higher prices, take away the excessive profits being made, and you'll remove the reason some resellers do it for.