

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Anne Bloxham

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

Yes, I have personally experienced a problem

## Please share your experiences, either positive or negative

My husband bought tickets online for the first time ever to go to an Eminen concert. He googled 'tickets eminen' and was taken to Viagogo site. He assumed they were the authorised ticket seller and fell for all the pressure tactics to buy. The tickets were twice the normal price but he only had seconds to decide what to do as that was on the last screen. We then had the worry wether the tickets were duds. While they turned out to be valid if was very stressful worrying about it.

## Your views on the issues

## Are these problems serious enough to require changes to the law or industry practices?

Yes

## Tell us what you think

Ticket reselling platforms are helpful for people who legitimately need to resell tickets but it should be the authorised ticket seller who can verify the ticket.

Google is at fault for the way it directs web traffic as novice people are easily mislead.

## Your views on the options, and the pros and cons

### Price cap on resale tickets:

Option B: Original sale price + 10%

### Why did you choose the option above? Please explain

There is a cost involved in providing a service but it should be limited to a fair amount.

**More information disclosure: Do you agree with this option? Why or why not?**

Yes , the vendor should make it evident they are a reseller not an authorised seller.

**Ban on ticket-buying bots: Do you agree with this option? Why or why not?**

Yes because every time we have tried to buy popular concert tickets they are sold out in minutes so you are left with no option but to buy from dodgy sites.

**Joint industry-government actions: Do you agree with this option? Why or why not?**

Yes, industry never regulates itself.

**Are there other solutions that would work well?**