

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Annesha Sutherland

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 mum shouted us ticket for my husbands birthday to the "killers" concert in Wellington. I bought the tickets through Viagogo. My mum, my husband and me got all the way into wellington from Lower Hutt, waited in line for over half an hour only to be told that the tickets weren't valid.

We spent over \$800.00 buying these tickets and were shocked, and very disappointed.

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

The viagogo webiste looked very legitimate, I felt forced into buying tickets quickly as little speach bubbles kept popping up saying things like "20 other people are looking at these tickets right now"

"limited amount of tickets left at this price" etc

I was pressured therefore to securing the tickets.

The price kept changing as it got closer to the end process of paying for the tickets.

It wasn't clear at all the actual price we were paying.

It was all very misleading.

I felt very conned.

Your views on the options, and the pros and cons

Price cap on resale tickets:

I don't agree with a price cap

Why did you choose the option above? Please explain

People should be able to see their favourite band without getting ripped off! Its an emotional thing, and i think they play in that.

They take money of everyday people who work hard to enjoy a concert.

It should be fair for everyone.

and at a fair price

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

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

Yes. Make it more fair. That way everyone has an opportunity to see their fav band

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

? not sure

Are there other solutions that would work well?

We contacted BNZ whom we bought the tickets through (using BNZ visa card) and they thankfully refunded us the money.

Still it took many months of my time to get it sorted.

An all round very stressful experience