

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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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

I searched online for tickets, viagogo came up at the top, lots of references like "official". There were constant count downs, tickets disappearing etc. Only once I had entered my card details for the \$100n tickets did the fee show. Then, the actual cost charged to my credit card was more than what was shown.

When I emailed them to ask about the difference in price, the answer was all very general with no specifics. I logged onto my account and couldn't even find reference to the fees there. It only showed the ticket price.

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

This site is misleading and dishonest. Their fees are not obvious and they already have your card details.

They are dishonest and do not answer direct questions.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option C: Original sale price + resale costs

Why did you choose the option above? Please explain

This shouldn't be about making a profit. I understand that sometimes people can't go to an event, but the new law should discourage people from buying up tickets they have no intention of using just to make money.

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

Yes, all costs should be up front so you can decide whether to use the service or not.

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

Absolutely! This is about consumers and giving people a real chance.

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

No because industry do not have the same motivation to protect the consumers.

Are there other solutions that would work well?

Please help us average kiwis not get ripped off. These events are expensive enough and, when an event is selling out, you don't have time to research the company you are buying through.