

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 have bought tickets through resellers after they sold out too fast for me to get them the proper way. I was waiting on my computer the minute they went on sale and still missed out.

The reseller tickets were considerably higher, and I read many comments online about people who went through the same issue.

I also know people in the performance industry who are put off by this practice. Especially in cases where it means there are large swathes of empty seats.

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

I think the practice is lecherous. Funnelling money from real fans and the musicians by taking advantage of an insufficiently regulated process. It does not add value to the industry, or to ordinary people who just want to see a live performance.

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

I disagree wholeheartedly with a money-making exercise existing to leech off an industry which is already well-known for not always fairly remunerating people in it.

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

I think anything that makes the process fairer is good. The world is increasingly taking place online, where we are all more vulnerable. I agree with more information disclosure.

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

Absolutely. I cannot imagine a scenario where using these bots would be fair.

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

I do, I think the industry has clearly not been doing enough if it remains an ongoing problem.

Are there other solutions that would work well?

This practice forces people to expose themselves to even more risk than they otherwise would face. When shows are cancelled, people who bought tickets through legitimate services have protections. But if an increasing share of people need to buy through resellers, because they are taking an advantage, it means even more consumers without that layer of protection.