

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Brigitte Challie

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

Tickets were more than twice the actual cost, the website was misleading - viagogo should not be allowed to sell tickets in new zealand!

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

Viagogo was the first website google displayed when looking for tickets. The pressure was on with the false claim that only 8 tickets were left.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option A: Face value + 10%, or Original sale price (whichever is lower)

Why did you choose the option above? Please explain

Ticketec had the same tickets at \$70 nzd each, viagogo charged 500\$ for 2!

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

Yes

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

Yes, please give me a human

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

Yes, we need regulation

Are there other solutions that would work well?

Please ban viagogo, especially google giving them as the first option. It should be ticketec in nz.