

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Carmel Lai

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

Please share your experiences, either positive or negative

The experience was a negative one for my friend. She had purchased concert ticket for her daughter, via Viagogo, at an inflated price. At the gate, the ticket number appeared to have been duplicated and another concert-goer had already passed through the gate. Thankfully, the "gate-keepers", allowed her through as they could see it was a genuine ticket purchase. I understand that this could have been an administrative error on the original ticket-seller's part, but I do not agree that an individual should be able to profit by inflating the cost of a ticket for resale.

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 Viagogo should be used by people who genuinely need to resell their tickets, due to unforeseen circumstances. People who just want to re-coup the cost of the ticket, plus the administrative fee. That way purchasers don't get ripped off. People profitting from selling big numbers of tickets are scalpers and this practice should not be allowed.

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

Genuine people wanting to sell tickets would just be happy to recoup the cost of their tickets, plus cost of resale, and not view it as an opportunity to profit. People wanting to purchase tickets shouldn't be forced to pay so much more for the same experience as other concert-goers. The price of tickets is set by the artist and promoters. That should be the benchmark.

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

Yes. That way ticket purchasers can make an informed purchase and feel more comfortable with the transaction. Hopefully this could help weed out the scalpers.

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

Yes. If an individual cannot be bothered doing the work themselves, they generally are not genuine purchasers.

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

Yes, keep the industry honest.

Are there other solutions that would work well?

Limit the number of ticket sales, per transaction.