

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Carol Melvin

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

No, I had a positive experience

## Please share your experiences, either positive or negative

I purchased 4 tickets to Fleet wood Mac in Dunedin through Viagogo, one person couldn't make it, so I was able to sell the ticket back to Viagogo for them to resell.

I was able to purchase the tickets before the ticket sales opened in New Zealand, which guaranteed our seats.

I was a little nervous due to the poor publicity with this company, however on arrival at venue our tickets were valid, great seats, great location, very happy with the purchase price and they re-sold the fourth ticket for a higher price than I had paid, money was credited back to me after some time.

This raises another issue for ticket sellers in New Zealand -

I do not know of any other ticket company that is willing to re-sell tickets for you due to changed circumstances, this issue needs to be addressed.

## Your views on the issues

## Are these problems serious enough to require changes to the law or industry practices?

No

## Tell us what you think

I had a perfectly great experience with Viagogo, so am unsure what the fuss is all about.

## 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

**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?**

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

**Are there other solutions that would work well?**