

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

On 14 Feb 2019, on my behalf, I asked my brother to search for tickets to Elton John's show in Auckland in 2020.

I didn't see the initial page but he showed me the screen when he had obtained tickets, plus insurance, as I had to put in a password, as my name came up on the screen.

After that there was no follow up communication, of any kind, to confirm the ticket purchase, seat numbers or anything. Absolutely nothing. This surely contravenes fair trading and customers rights.

This caused me some alarm so I checked my credit card and noted that the purchase was made with Viagogo. I had never heard of them. My brother reckons he was on the "Ticketmaster" site.

For 3 tickets it cost me \$1099.07!! Apparently I purchase 3 Emerald seats so the cost is approximately \$400 more than the original price.

I immediately contacted the ANZ bank and with them I have arranged a "dispute notice". It is not guaranteed that this will result in a refund.

I have also emailed Fair Go and the Commerce Commission to get assistance.

Fair Go gave me the email address for Viagogo. I contacted Viagogo and the reply they gave said "they couldn't find my details". I have provided these today so I will wait for their reply.

It was NEVER my intention to purchase tickets from any other provider than Ticketmaster or Ticketek, both NZ companies.

What happens is when you search for "say" Elton John tickets a number of websites are listed. Unfortunately, Viagogo is at the top of the list and unfortunately this was "clicked on" in error.

I agree with the comment on your website under :

InformationDisclosure"

.. should disclose that they are not an official site".

That would give an alert to customers.

Hopefully there will be a favourable resolution.

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

Reselling shouldn't be allowed , especially at an inflated price. Also, Viagogo is a foreign company.

Google should take some responsibility for allowing them to be on their web page.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option B: Original sale price + 10%

Why did you choose the option above? Please explain

I think that tickets should be purchased at actual cost as advertised by the event management

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

Face value only!

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

If this could be instigated that would be great but humans are very creative and will continue to endeavour to find a way around any regulations

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

Yes.

NZ have a number of trading acts in place that help our citizens;

Consumer guarantees Act

Fair Trading Act.

I am not well versed in legal entities so these are the only pieces of legislation that came to mind

Are there other solutions that would work well?

Good luck to you!