

From: Catherine Desorgher
To: [Consumer Policy](#)
Subject: Submission on: Ticket reselling in New Zealand discussion document
Date: Wednesday, 3 April 2019 9:37:05 a.m.

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

I work as an usher, and it is devastating to see people who have bought tickets in good faith, but those tickets were overpriced, and sometime they are not even valid. And there is nothing the official ticket seller can do, as the tickets were resold by scalpers.

I believe there should be a solution for those who have bought tickets but genuinely cannot attend the event, and need to resell their tickets. But it should be strictly regulated.

I support Consumer NZ's call for:

Price caps on resold tickets

- The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

Disclosure requirements for resale websites

- Sites should be required to clearly state they're resellers and not the official ticket agent.
- Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.
- Any fees charged by the resale site should be prominently displayed next to the ticket price.

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

- the number of tickets available for general sale
- the capacity of the venue

- the number of tickets remaining
- the number of events in a tour.

Ban on ticket-buying bots

- The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.

Yours sincerely,

Catherine Desorgher