

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

## Name (full)

Clare Birch

## 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

Have been lucky with ticket purchases but find it very frustrating to see them priced well above the original sale price.

A group of us bought tickets to a concert from viagogo, we were lucky to get in and have seats. Had heard stories from people who hadn't been so lucky.

## 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

## 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

I don't fully agree with any of the above options. I think the tickets should be capped at purchase price incl booking fees / credit card fees + courier costs. Easy enough to show the receipt to confirm legit nature of purchase.

I've sold tickets when I couldn't make it for a random reason, and bought for the same reason, there are genuine cases out there. When people are genuine they normally only want their money back. Which is fair to all parties.

If the tickets were going to cost more, then that should really be money that goes to the event organisers.

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

I don't see how hard it is to show the receipt or ticket with costs on it. No privacy info is on there and if your payment method shows it's easy enough to blank that out for privacy. I've never seen a problem with it when used on TradeMe so can't see why it would be a problem to make it a compliance as part of the resale process.

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

Yes! Ban them and block them!

Goes without saying really. People who are genuine fans miss out. Then overpriced tickets go on sale, and money goes to people who don't deserve it.

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

Yes! I think there should be responsibility across all platforms and touch points, from point of sale at the venue to resale platforms. It will take time to implement, but will help so many consumers get a fair deal.

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

BIG Fines and or shut down websites / block individuals who try to sell over priced tickets. I'm sure you'd have plenty of people keen to report the dodgy situations. Give them a chance to change the price first, but if they don't then fine them heaps!

Cap purchase amounts per person, consider their location / residence. Perhaps cap the numbers for sales abroad? Might help reduce the number of bots. Perhaps say that resales can only occur via a NZ website if that is where the concert or event is taking place. That would knock the likes of viagogo on the head for our market. Perhaps make sure that bigger websites where people can resell are 'approved' or meet certain criteria to say they agree to new sale laws.

Write a statement on all ticket sales / note that a condition of purchase is that in the event you have to resell the ticket, you legally can't charge more than what you paid plus postage. So then the purchaser knows too!