

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

## Name (full)

Colleen Joan Parore

## 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

Thought I had logged into ticket direct in March 2018 to purchase rugby tickets to Blues v Canes in Wellington July 2018. After buyin 6 Adult seats scrolled down checking and pushed pay. That afternoon I forwarded email to daughter and she realied they were children's seats. Tried to reverse payment from visa company same day to be told payment was in a hold position somewhere. Called Commerce Commission, Ticket Direct who informed us tickets were invalid.

## 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

Because for people who are unaware myself included that opening one site can take you somewhere totally different without your knowledge is unfair. On checking later the took \$900 of our hard earned money. Unfair

## Your views on the options, and the pros and cons

### Price cap on resale tickets:

Option A: Face value + 10%, or Original sale price (whichever is lower)

### Why did you choose the option above? Please explain

For the (whichever is lower) part. And original sale price option. People work hard for their money.

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

Yes because whole ticket wasn't shown till I printed it out

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

Yes just unfair to the general public who are trying to reward themselves with something different to go and watch and this is what happens.

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

Yes government can keep a watchful eye on everything

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

Don't sell lump sum tickets until legitimate background checks done. For instance could be a business purchase for its own workers not ticket resellers. Block Viagogo out completely somehow as a ticket seller. If we log in to Ticket Direct that is where we get to not sent on to another site. Kia kaha