

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

David Hole

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

Not knowing that Viagogo was a resale outlet when I purchased tickets to an event, I paid nearly 3 times the original ticket price even though the show was not sold out at the time I purchased them. The website was designed to be misleading.

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

Both the industry and the government should work together to restrict these predatory practices.

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

The market for tickets to shows that are sold out is driven by profiteers who rapidly purchase maximum numbers of tickets as speculation. With a limited profit, there is less incentive for this to occur and more opportunities for individuals to purchase tickets for themselves, not for profit.

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

I agree. When purchasing tickets from Viagogo, I was led to believe they were the official ticket seller, and they misled me regarding tickets still available for the event. We had no problem with our tickets and attended the event without issue, but I should have been warned that I might be refused entry and what my options would be. I also should be made clearly aware what reimbursement I would be entitled to should the event be cancelled.

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

Yes, they exist only to artificially drive profit in reselling tickets.

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

Yes, the government can have some role, but the ticket selling industry is essentially non-competitive and must take responsibility for trying to police their own sales.

Are there other solutions that would work well?