

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

David Post

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

Last year while in Germany we bought tickets to the Elton John concert through Viagogo, which we thought was the channel to buy the tickets. They were extremely expensive and when we got the tickets we saw that the ticket price was a fraction of what we had paid.

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

These ticket scalpers seem to be buying the large batches of tickets. Maybe it should be possible to prevent all the tickets being sold within the first few minutes after going on sale to what appears to be a few major players. Also people shouldn't be using this method as a way to make short-term profits. If they do, then they should, at least, be taxed on those profits.

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

I chose Option A, if there is a price printed on the ticket, which normally seems to be the case. It might be difficult to disprove the seller's statement of what the original sale price was if the seller uses an inflated sale price (i.e. lies about it).

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

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

Yes. This allows a lot of tickets to be bought for the purpose of resale. Many websites (particularly airlines) have methods that block bots designed to scrape the information on them. Bots result in an unfair advantage to the people who have programmed them

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

This is probably a necessary requirement in order for this to work.

Are there other solutions that would work well?