

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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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

My own recent experiences we wanted to see Pink in concert and when the deadline came for sale of tickets to the public they had all gone and only ticket resellers had any spare tickets and grossly inflated prices. The following is an email sent to Viagogo and I'm still waiting for some action;

I purchased two tickets on 23/12/18 for Joe Lycett on 1st May at the Bruce Mason Centre Takapuna Auckland, New Zealand the quote I was given was \$161. But when the sale went through you took \$436.97 from my Visa card for 2 \$40 tickets. How can you sleep at night? Are these tickets even valid as the theatre won't know until the evening.

I would like to cancel this transaction and get all my money back

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

Profiteering from the reselling of tickets is obnoxious it is important that the fans get the tickets on a first come first served basis and block bookings must be discontinued. Anyone reselling tickets for profit should receive a heavy fine to discourage and stop the practice

Your views on the options, and the pros and cons

Price cap on resale tickets:

I don't agree with a price cap

Why did you choose the option above? Please explain

To stop this reselling nightmare also ensuring that the fans get the tickets not the profiteers, I think it is a scandal and disgusting

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

Yes, they make there website look like ticketmaster and even accept their password

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

Totally agree, let the first come first allocated and sop block buying tickets and limit it to 4 unless expected high demand

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

Yes ban all reselling make it illegal to make a profit why just limit it to all Blacks games, we are all passionate about different things

Are there other solutions that would work well?

Just make it illegal to profit from the sale of any ticket, that's all that has to be done