

From: desiredone
To: [Consumer Policy](#)
Subject: Submission on: Ticket reselling in New Zealand discussion document
Date: Saturday, 13 April 2019 9:55:54 p.m.

13 April 2019

Competition & Consumer Policy Building
Resources and Markets
Ministry of Business, Innovation & Employment
PO Box 1473
Wellington 6140

Submission on: Ticket reselling in New Zealand discussion document

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

I wanted to take my husband to the Norah Jones concert this year for his 68th birthday, 23 April (yet to happen). I missed the first day the tickets were on sale and tried to get them on the third day they were on sale. I've never purchased tickets online before. I did an online search for tickets. I saw a listing that showed Auckland and then the other concerts she would be doing. I clicked on Auckland and proceeded to purchase the tickets. I really thought I was on the official website for the ticket sales but after making the sale I found that I had purchase from Viagogo and not the proper website. I was gutted as I had heard of people spending more than double for the tickets and then showing up to the concert but not being able to get in because their tickets were copies! I then found out that the price I had paid for the tickets was approx. double what it would have been had I purchased from the official website. I paid \$480 for two tickets that should have only cost me just over \$200. I have since learned that Google always lists Viagogo as the first option when you do a search. I think this is very wrong. I have yet to see if we can get into the concert as it isn't until next week. I don't even know what I can do if we can't get in. As I said, I was quite gutted and I had to write it off to experience. We will probably never try to go to a concert again.

I support Consumer NZ's call for:

Price caps on resold tickets

- The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged

by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

Disclosure requirements for resale websites

- Sites should be required to clearly state they're resellers and not the official ticket agent.
- Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.
- Any fees charged by the resale site should be prominently displayed next to the ticket price.

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

- the number of tickets available for general sale
- the capacity of the venue
- the number of tickets remaining
- the number of events in a tour.

Ban on ticket-buying bots

- The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.

Yours sincerely,

Desiree Bennison