

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Diane Wilson

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

I purchased tickets to the Hollies in Hamilton recently through Viagogo (thought this was an official site) Usually i only buy through Ticketmaster.

I ticked the price at approx 2 x \$100 tickets = \$200. After entering our credit card details and ticking continue - the price that was charged to our credit card was \$511.87. After realising that we had been ripped off we asked the bank to cancel the transaction but they wouldn't saying they are a legitimate company and we should wait to see if we got the tickets. We got the tickets, but we would not have purchased them for that price had we known.

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

Shut Viagogo down! They don't disclose the true ticket price on purchasing and add a lot of fees to the transactions. Once they have your credit card details they change the price and charge what they like - fraudulent!

Also my daughter in law purchased tickets to a soccer game through Viagogo at Christmas time to a soccer game in Barcelona Spain at the weekend. She and my son flew from London to Barcelona for the game yesterday and couldn't get in because the tickets were fake!

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

People should be prohibited from buying up tickets just to on sell them.

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?

I agree to ban them.

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

Yes I agree- more awareness campaigns are needed.

Are there other solutions that would work well?