

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

It can be useful when something unexpected comes up and you cannot use tickets you have purchased, let you get some money back.

Can be unreasonably frustrating trying to obtain a ticket for an event. All appears well stacked in the event organisers favour. Should be more protections for consumers.

Ridiculous add-ons / service fees for sending essentially an email of the ticket. These costs are far lower than the days when a courier would deliver the tickets. Why aren't the savings being passed to the consumer?

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.

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

Shouldn't be able to sell for more than you paid to prevent rorts and ticket not buying up large to control pricing.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Why did you choose the option above? Please explain

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

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

Allows bots to occur. People should be able to enjoy entertainment at a reasonable price.

You shouldn't need to try and buy tickets in the first few minutes to be successful.

It seems unethical and generally means bots are at use causing unnecessary price inflation of an event.

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

Yes, industry generally does not self audit well. Government should enforce compliance and prosecute heavily to stop any incentive to act badly.

Are there other solutions that would work well?