

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Dr Robin Bennett

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 bought a ticket from Viagogo for the Celine Dion concert in Auckland.

The seats were not good although we paid huge money for them. We risked air tickets, hotel costs and a strong possibility that the tickets could be fake or sold many times. We got to the Spark venue very early so we would have been one of the first in, in case these tickets had been sold many times. The following day we heard of a few people who had had a bad experience with their Viagogo tickets.

Viagogo also charged me for their conversion to Euros. We were quoted in NZ \$, and I should not be charged for the Euro conversion.

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

In my view Ticketmaster is also to blame for these tickets being sold at 2-3 x their original price. They say that Ticketmaster resale does not belong to them????? Ticketmaster must have been aware that these tickets sold to Ticketmaster Resale, were going to be resold at 2-3 x the original price

I think price cap is a soft option. I would make it that a person who bought tickets and could not attend, then they would pay for the administration for the ticket to be sold at the original price.

I personally think price cap is a soft option, but maybe a little better than nothing

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 really don't like PRICE CAP, I believe the original purchaser should pay for the tickets being resold. So the original purchaser would lose the resale administration costs

My 5th option is

O Option: Original sale price minus 10%

But PRICE CAP is better than nothing

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

I agree with more information disclosure. They indicated that they were the main ticket sellers, and kept on about the seats in a good place and how quickly they were sell, "last chance"

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

Ban bots is a must, also Viagogos ex Australian manager. NZ is a land of everyone having equal chance, I know this is dreaming. There will always be a disappointment of not getting tickets, like the Mission concert. But at least there were tickets available, when they went on sale, unlike Celine Dion.

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

The government needs a controlling arm in this process, otherwise the industry will pull a shifty/swifty on the situation, like the Ticketmaster resale

Are there other solutions that would work well?

If you buy tickets and can not use them, then you GIVE them to a friend, and make unofficial selling of tickets illegal, especially on Trademe

Or you get the main seller to resell you tickets at the original price and you pay the reselling/admin fees