

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Elisabeth Wilson

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

## Please share your experiences, either positive or negative

Very disappointed students who have bought tickets and aren't quite savvy enough to realise that the site they are using isn't "real". There is huge anticipation and a lot of money spent to get tickets. It's a very nasty hard lesson to learn.

## 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

These guys aren't kiwi companies ...they are simply set up to rip people off. This isn't someone selling tickets on social media because they suddenly can't go, it's deliberately set up to rip people off.

## 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

Would prefer this resale doesn't happen at all, this is a reasonable option if you can't ban it.

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

Absolutely. I have had a look at the sites and they are incredibly misleading. The real prices don't show up until it's almost too late. Also the misleading info about tickets being sold out is nasty.

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

Yes. I assume that artists and sports want people to come and enjoy their concerts and games. They are expensive but you also know they are not cheap to put on. Bots are simply there to make money without effort.

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

If possible, always better to have both govt and industry working together to solve a peobken

**Are there other solutions that would work well?**