

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Emma Morgan

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

No, I had a positive experience

Please share your experiences, either positive or negative

I attend lots of live performances, I buy tickets on primary and secondary marketplaces. I occasionally sell tickets on secondary markets if I am unable to attend an event. I also like to buy on secondary markets if I decide to attend an event after the original on-sale date.

I understand how both markets work and have never had any negative experiences.

I don't agree in price caps, because often I lose money when I sell a ticket, if I make some money on a ticket, this just covers my losses on other events.

If the government brings in a price cap, it should also offer some kind of insurance against the possibility of losing money on a ticket.

Your views on the issues

Are these problems serious enough to require changes to the law or industry practices?

No

Tell us what you think

I think the current free market approach works well.

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

I don't agree with a price cap, because often I lose money when I sell a ticket, if I make some money on a ticket, this just covers my losses on other events.

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

This could be a good idea to help guide less well-informed consumers.

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

I would support a ban on ticket bots, this may give genuine consumers like me better access to tickets when they originally go on sale.

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

it could be helpful to raise awareness of which sites provide original tickets and which sites are secondary agents. I think lots of people already know this, but some clearly do not.

Are there other solutions that would work well?

I believe existing consumer protections are good, further regulation could be problematic to everyone, including normal consumers like me.