

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Eva Scholtz

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

We tot Viagogo tickets for Taylor Swift in Nov 2018 Auckland

1. They were overpriced by approximately \$1000
2. They pretended that tickets were selling out fast. (Website said only 100 tickets left, and counting down as you purchase)
3. When we wanted to cancel our order, their was no way to contact them. Their website only said you can resell not cancel.
4. We did not know that Ticket Master would sell them later on. We though Viagogo was the only option.
5. We watched Fair Go and they said sometimes the tickets are sold twice. So their is no way to know if you tickets are valid.
We paid for a Hotel already, so felt we had no choice but to buy more tickets from Ticket Master

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

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

Think if people make no money on reselling, they won't buy extra tickets.

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

No, cause they always find a way around what they disclose

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

YES

To easy to buy many tickets

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

Yes

Consumers need to be protected

Are there other solutions that would work well?