

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

## Name (full)

Frances Rickard

## 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 Foo Fighter concert ticket via a reseller on Trade Me. We met at the venue for the exchange. He gave me two tickets, and when I entered the gate the tickets were denied.

I called him up and mentioned the situation. He replaced the tickets and I got in the concert.

He mentioned he has connections in Mt Smart and that's how he got the tickets.

Years later, I see this guy hanging around the performer's entrance area asking if they're selling their companion tickets for \$100. My partner was approached as he was a performer at the concert.

## 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

Resellers shouldn't be encouraged to gain profits by reselling tickets.

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

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

Yes. Absolutely. This is unfair.

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

Yes. The private industry are not motivated to control their own problems.

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