

**From:** Grant Hardy  
**To:** [Consumer Policy](#)  
**Subject:** Submission on: Ticket reselling in New Zealand discussion document  
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## **Submission on: Ticket reselling in New Zealand discussion document**

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

My mother in law recently bought tickets on viagogo at a high price (nearly \$400 for \$120 tickets - she bought 4), assuming she was getting good seats. She was shocked when she found out. She would not have bought those tickets. There were still better tickets that she wanted at the official site for less than the ones she had bought.

I have personally missed out on tickets to rugby matches and an adele concert where there have been tickets available for resale at high prices almost immediately after the original sale. I was unable to afford the tickets at the higher price, and not willing to accept the risk that the tickets may be invalid. When travelling for a concert, I need to be sure any tickets are guaranteed and valid.

I support Consumer NZ's call for:

### **Price caps on resold tickets**

- The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

### **Disclosure requirements for resale websites**

- Sites should be required to clearly state they're resellers and not the official ticket agent.
- Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.
- Any fees charged by the resale site should be prominently displayed next to the ticket price.

### **Disclosure requirements for official ticket sellers**

To improve transparency, official ticket sellers should be required to publish information on:

- the number of tickets available for general sale
- the capacity of the venue
- the number of tickets remaining
- the number of events in a tour.

### **Ban on ticket-buying bots**

- The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.

Yours sincerely,

Grant Hardy

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