

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

## Name (full)

Hannah rich

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

No, I have never purchased resale tickets before

## Please share your experiences, either positive or negative

I refuse to buy resale tickets out of fear they're fake. Far too many horror stories from the likes of viagogo to think it's ever worth contemplating

## 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

There is no accountability on the resellers part to ensure what they're selling is legitimate

## Your views on the options, and the pros and cons

## Price cap on resale tickets:

Option C: Original sale price + resale costs

## Why did you choose the option above? Please explain

I believe if it's a legitimate resale there should be an allowance for an additional fee but it should be marginal especially if the original seller is now processing the resale. But it covers their fees of allowing use of their platform and it should be piece of mind that it's a genuine ticket

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

Because then it's clear it's a set fee per sale. It shouldn't be graded based on the number of tickets but on the number of transactions to process the sale and then it's clear the fee. Some can't do math

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

Yes. So unfair on genuine buyers when bots are clearly there as opportunists

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

Both are equally responsible

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

The reseller of the event should be the one selling the original tickets or only one nation wide government approved reseller processes them