

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Jacinda Byers

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

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

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

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

People should not be able to use resale of tickets as a money making scheme. Tickets should be sold at original value plus reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket and any further incurred fees of listing the tickets for sale. The original purchaser of the ticket should not be out of pocket due to resale, nor should they make extra money out of it.

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

Yes, explained above.

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

Yes. 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.

It would make it harder for scalpers to buy tickets in bulk for the purpose of resale. It would also hopefully give genuine buyers to obtain tickets.

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

Yes. This needs to be approached from as many sides as possible to ensure ticket scalpers struggle to loopholes.

Are there other solutions that would work well?

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.