

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

James Harris

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

In the past I've tried to buy concert tickets for major events and have missed out because all the tickets were sold in less than an hour. I've then found lots of tickets available online for resale at exorbitant prices, within hours of the original tickets selling out. It's obvious that there are local and internationally based scalpers manipulating the sale of concert tickets to make a lot of tax-free profit, at the expense of passionate music fans. This has got to stop!

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 need to be stricter rules imposed for the selling of "blockbuster" (high demand) concert tickets. The rules could be less stringent for medium and low demand events. Any one person should only be able to purchase a maximum of four high demand tickets. The buyer's identity and address should be properly verified to prevent the use of multiple user accounts and from any purchases being made from overseas. Buyers should have to hold onto their tickets for at least 14 days before reselling them.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option B: Original sale price + 10%

Why did you choose the option above? Please explain

A standard 10% charge to cover purchasing and reselling fees. If resellers are left to charge whatever fees they like, then nothing much will have changed. The new rules should be simple to understand and implement for everyone involved.

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

Yes. Buyers should be told everything they need to know to make an informed decision.

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

Yes. BOTS are unfair and only benefit scalpers.

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

Yes. A code of practice for ticket retailers/resellers is absolutely necessary. Ticket retailers/sellers need to be more transparent and upfront with all information that buyers need to know. Ticket retailers/resellers need to commit to tackling ticket scalping by any and all means necessary. There should be zero tolerance for ticket scalping (illegitimate reselling) should become a thing of the past.

Are there other solutions that would work well?

Local ticket buying only - no overseas buyers. Proper identity and address verification of buyers. Maximum purchase limits for high demand events (e.g. 4 tickets per customer). No bulk reselling of tickets. A no sale period (e.g. 14 days after tickets are purchased) for ticket reselling. Special deals between promoters, retailers and third-party organisations should be heavily regulated or outlawed.