

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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Organisation (if applicable)

Submitter category

Have you experienced problems with ticket resale?

Yes, I have personally experienced a problem

Please share your experiences, either positive or negative

I tried very hard to purchase tickets to Elton John as soon as they went on sale but couldn't get through via ticketmaster.

I was desperate after no success and have bought tickets on Viagogo for Elton John, for a lot of money (which ended up being more than I had anticipate because it was in Euros) and I won't know till I turn up next year to the concert if they are genuine.

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 paid way too much for some very average seats.

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

It seems reasonable, if it's a genuine reason for reselling.

We recently sold some tickets on Trademe because I was sick and couldn't go at a loss.

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, because they shut everyone else out and make it an unfair process.

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

Yes something needs to be done. It's getting out of hand.

Are there other solutions that would work well?