

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Janice Gorman

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I have personally experienced a problem

Please share your experiences, either positive or negative

Difficulty purchasing tickets on-line, despite going on-line as soon as tickets become available. Sometimes it's impossible to get a ticket.

You then see multiple tickets (from the same re-seller) being sold online for highly inflated, unaffordable prices.

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

It is unfair that genuine consumers are either unable to go to the event or are forced to pay (sometimes unwittingly) highly inflated prices.

Also, some people are paying a lot of money for tickets that are no good.

None of this is fair.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option A: Face value + 10%, or Original sale price (whichever is lower)

Why did you choose the option above? Please explain

Tickets should be sold as close to original sale price as possible, to stop any profit being made. If there is no profit, then this will put ticket scalpers out of business.

Adding on 'resale costs' is leaving it open to abuse. People will highly inflate the resale costs and thereby make some profit.

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

Yes.

People need to know exactly what they are purchasing and from whom, i.e. original sale price, seating, validity of seller.

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

Yes. This only enables ticket scalpers to purchase tickets and re-sell at highly inflated prices or to re-sell the same ticket to multiple buyers. It also means that consumers are not able to purchase tickets from the genuine official website. Unfair.

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

Yes. New technology to make it harder for scalpers/bots, does of practice.

Without government intervention, industry is unlikely to take action of its own volition. Ticket scalping, inflated re-sale, dishonest sellers, bots have been happening for many years and industry has not, to date, taken any action.

Are there other solutions that would work well?