

**From:** Janine Thomas  
**To:** [Consumer Policy](#)  
**Subject:** Ticket Sales  
**Date:** Saturday, 13 April 2019 10:47:35 a.m.

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

I support Consumer NZ's call for:

### **Price caps on resold tickets**

- The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

### **Disclosure requirements for resale websites**

- 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.

### **Disclosure requirements for official ticket sellers**

To improve transparency, official ticket sellers should be required to publish information on:

- the number of tickets available for general sale
- the capacity of the venue
- the number of tickets remaining
- the number of events in a tour.

### **Ban on ticket-buying bots**

- 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.

Yours sincerely,

Janine Thomas.