

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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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

Inadvertently bought tickets from Viagogo. Final price including very hefty booking fee (\$120?) was not adequately disclosed prior to purchase - total was a complete surprise. Bank required more proof of this than I was able to provide to cancel transaction. Claims on website that the tickets were the cheapest available were not true. Website is a sophisticated manipulation device that encourages poor decision making. Receipt was not in NZ dollars. Overall, seats were adequate but price ridiculous. Consumer NZ were very helpful but could not help with a way out that worked.

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

Intervention absolutely needed. Unsure of best mechanism to solve, but solutions could include banning foreign organisations from resale (as difficulty in consumer protection for foreign companies), cap on resale value.

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

Reasonable that only reasonable resale costs included, this would take all the vampires like viagogo out of the market.

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

Information disclosure should at least comply with NZ consumer laws.

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

May not be an issue if cap on fees, but ticket-buying bots do not create a level playing field, i.e. not fair

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

Great idea, Government definitely needs to intervene to create improved outcomes.

Are there other solutions that would work well?