

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Jennifer Bennett

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

Please share your experiences, either positive or negative

I have found that Viagogo always appears first in online ticket searches and claims that tickets are almost sold out for the event and they have only limited tickets left. The tickets on this site are ALWAYS over-priced compared to the actual face value of the ticket. It seems that you pay 2 to 3 times for the same ticket from Viagogo and then the ticket may not even be genuine or valid for entry.

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

Viagogo has no morals when it comes to scamming the public and taking their money. They are never truthful about ticket availability and inflate the prices to make huge profits for themselves.

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

I do not agree that resellers should make a profit from on-selling a ticket.

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

Yes - definitely. Buyers need to be fully aware of all conditions of sale and what mark-up if any is included, and if this is not the original ticketing agent so they have a chance to check that they are paying a fair price or perhaps purchase elsewhere.

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

Yes. Bots are used by these companies to buy bulk tickets which they intend to sell on at a much larger price and make profit for themselves. It also means that genuine buyers have less chance of buying tickets legitimately as the volumes taken by the bots can be extremely large.

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

Yes - education and awareness will hopefully assist us general consumers from being 'scammed' or fooled by the resellers such as Viagogo.

Are there other solutions that would work well?