

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Jenny Magdalene Turnbull

## 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

I went to the frontier ticket selling site from the newspaper , the top site that came up was Eagles tickets in Dunedin, I went into this site thinking it was the legitimate site, I ordered 4 tickets at \$307 each this was enough to get me on the field in the front section A. I then received an email from Viagogo saying I had secured my tickets and they would send them shortly.

I immediately rang my credit card dealer and asked them to cancel my payment, which was still pending, they could not cancel it.

My tickets arrived by email 2 months later, their face value was \$122 and they were on the field in D section, the section furthest from the stage.

I emailed Viagogo numerous times and complained , but had no satisfaction.

The name on my tickets was Ramzy Ben Fatma, I asked if he worked for Viagogo but they did not answer this question.

I ended up so upset by my experience that I could not be bothered going to the concert, I think Viagogo totally ruined my enjoyment of a concert I was really looking forward to going to.

## 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 should not be able to advertise on google without making it very clear that they are a reselling site.

Buying of large numbers of tickets for the purpose of reselling should not be allowed.

A price cap should be applied to resold tickets.

The actual seats that are for sale should have to be shown, giving a map of where they are in the stadium.

### **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**

resellers are pushing the price of tickets up, it is about a concert experience and the artists and promoters should be making the profit, not some intermediary.

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

I agree, ticket resellers should only have a place, where people find they bought tickets and are unable to use them, it should not be a money making enterprise

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

Yes, they are just pushing the price up for tickets and they are the only ones who benefit.

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

Yes, Viagogo should be shut down in any way possible.

#### **Are there other solutions that would work well?**