

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

John Albert Howell

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

My wife purchased two tickets for the Performers concert, and didn't realise the dangers of viagogo.

The email confirming we had purchased the tickets stated NZ price of \$233.59,

But the charge on our credit card is \$346.33, plus a visa cost margin of 8.66.

This is because they didn't tell us we were purchasing it in \$US.

My enquiries show we cannot do anything about this, and just hope that the tickets are valid on the night.

Secondly our name is not on the ticket, which suggests it is a resale not a direct sale. We were misled on this matter.

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

All services in NZ, including ticket purchases should be subject to the Consumer Protection laws of NZ

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

If I purchase a ticket and my circumstances change (eg sickness) it is desirable to be able to sell my ticket to someone else, and allow me to recoup my cost, without a profit margin.

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

Yes. Prices should be in \$NZ, should be in my name, and I should be able to site the position of my seat at the venue in advance. I should have the option of seven days of not proceeding with the purchase.

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

Yes, I want the ban. This is a racket to buy bulk and then gain a profit in the resale.

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

I think the Government needs to protect the consumer.

Are there other solutions that would work well?