

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Jonathan Garner

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

After seeing that ViaGoGo were going to charge an administration fee of over \$180 for two concert tickets my wife chose to cancel the transaction by selecting to not proceed with the purchase - ViaGoGO still took funds from my wife's credit card. She contacted the bank and they said they could do nothing but were aware of several similar occurrences.

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

Include all fees in the advertised ticket price; administration fee, booking fee, credit card fee and any other fee - let the advertised price be the price you actually pay

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 you are not able to make a profit from scalping then it would be greatly reduced and let genuine fans access the events they're interested in.

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

Yes - I would be in favour of any additional transparency detailing the private selling ticket source and reason for their availability

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

Yes - they only exist to enable bulk purchase of tickets for the purpose of on selling at a profit.

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

Yes - the industry has shown it has little interest in what occurs to the tickets after their initial sale. Government guidance may protect consumers.

Are there other solutions that would work well?

once again - let the ticket price advertised by the event promoter be inclusive of all fees. I went to buy a \$95 concert ticket last week but after selecting the dates and seats I was told there were additional admin, booking and credit card fees totaling \$35 per ticket - that's well over the price they advertised to me.