

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

My daughter bought tickets for us. She googled the tickets and Viagogo was the first site to come up.

She bought tickets for us, not realising she was paying in US \$. Also she didnt realise it was a reseller.

Your views on the issues

Are these problems serious enough to require changes to the law or industry practices?

I don't know

Tell us what you think

The concert we bought tickets for hasnt happened yet. Im hoping they are valid.

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

The best choice.

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

Yes. My daughter thought she was buying from a legitament site.

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

Yes. But need a lead in time. Eg some concert tickets are sold 6 months in advance

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

No. Government shouldn't get involved in private companies

Are there other solutions that would work well?

Make sure legitimate sites that sell tickets are properly promoted