

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Julie Taylor

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

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

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

Legitimate purchasers miss out to scalpers who scam and make a profit. It's just not right.

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

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

Yes absolutely

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

Yes definitely

Are there other solutions that would work well?

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

I support Consumer NZ's call for:

Price caps on resold tickets

' The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

Disclosure requirements for resale websites

' Sites should be required to clearly state they're resellers and not the official ticket agent.

' Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.

' Any fees charged by the resale site should be prominently displayed next to the ticket price.

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

' the number of tickets available for general sale

' the capacity of the venue

' the number of tickets remaining

' the number of events in a tour.

Ban on ticket-buying bots

' The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.