

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Keryn Hills

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

Purchased tickets to disney on ice 2018. Got horrendously overcharged and their site was very believing, telling me tickets were about to sell out. It was my first time buying tickets so very believeable. We were very lucky to get into see our show, Ticketek had informed us that while our tickets were real there was no knowing how many times our tickets had been sold. We made sure we were the first ones in the door because of this, i just hope there wernt some little kids showing up and missing out on the show cause they had the same tickets as us

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

Its not fair they are paying the retail price and then reselling them onto unsuspecting victims

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

Its ok to make a small percentage but double the price is astronomical

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

I personally dont think they should be able to sell them for a profit but 10% does seem fair

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

Unsure what a ticket bot is

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

Yes

Are there other solutions that would work well?

They shouldn't be allowed to have their site show up first in search, that way they are catching people off guard and ripping them off