

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Kim Maree Jeffries

## 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

Husband brought a ticket from viagogo as the search engine took him there and he brought a ticket at a very inflated price. He did not know the bad rap Viagogo has.

## 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

People should be protected by ticket purchases

## 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

I think you shouldn't be able to resell a ticket higher than the price you paid for it, not even 10%

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

unsure

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

Yes. It's an unfair practice and stops individuals being able to buy them.

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

Yes, more regulation and safeguards

**Are there other solutions that would work well?**