

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 know someone who has experienced a problem

Please share your experiences, either positive or negative

Extreme difficulty trying to purchase tickets

Tickets sell quickly because of companies purchasing only to make a profit

Any profits should be made by the performer not someone like viagogo

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 B: Original sale price + 10%

Why did you choose the option above? Please explain

The face value of the ticket does not show the full costs that you can incur/be charged during purchasing

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

A small mark up only is fine to cover costs not make a profit

If you have the ability to much big profits it will not discourage this behavior

We need tickets available for those that wish to attend

Resell should only be for changes of circumstances

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

Yes.

Should only be those wishing to attend not profit company's

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

Yes! As much supply as we can get to stop viagogo and make tickets available for those that wish to purchase

Are there other solutions that would work well?

Why can credit cards of those offending companies used to purchase for viagogo be band from purchasing on all nz sites and be set to not process/decline

Why are the accounts of these users not also set up so that tickets are not available for them to purchase when they try. Shutting their accounts down will just alert viagogo