

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

## Name (full)

Leeanne Millward

## 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

Viagogo tickets were fake

## 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

No one should profit from reselling tickets

## 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

It seems fair

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

There needs to be transparency on where the tickets came from to stop fraud

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

Yes, it isn't fair to the public trying to buy tickets.

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

Yes

## 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.

Yours sincerely,

Leeanne Millward

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