

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Linda Rocca

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

1. I have missed out on tickets for many concerts, only to see hundreds of tickets flood TradeMe within days and sometimes hours of the concerts going on sale.
2. I have tried to sell concert tickets on the Ticketmaster Resale site, but they kept charging a huge mark-up (\$50 to \$100 per ticket), when all I wanted was what I paid for them.

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

Yes.

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

Because we have already paid a lot of fees and commissions included in the original ticket price. Tickemaster Resale and scalpers are taking advantage of people's desperation in getting tickets. If I can't go to a concert I am happy to get what I paid for the ticket. I don't expect to charge people extra because they couldn't access a computer, have to work when tickets go on sale or can't compete with the ticket buying bots.

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

Yes.

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

Ban ticket-buying bots, because they are only buying tickets to on-sell at higher prices for scalpers.

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

Yes, to get rid of scalpers and make Ticketmaster Resale work for the people who have already paid Ticketmaster their fees once.

Are there other solutions that would work well?