

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

## Name (full)

Lotte Bayly

## 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

I have personally had to pay 5 times the original ticket price on trade me. Friends have been scammed by viagogo. I've lost out on attending many concerts as tickets have been bulk bought by ticket resellers or scalpers.

## 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

Buying a ticket for the sole purpose of reselling it a higher price than the official reseller is unfair trading practise. It disadvantages thousands of New Zealanders and should be categorically stopped.

## Your views on the options, and the pros and cons

### Price cap on resale tickets:

Option C: Original sale price + resale costs

### Why did you choose the option above? Please explain

It's fair that the buyer pays for the trademe cost but nothing else! Admin fees should not be allowed. And 10% is too high. That just gives them another way to make a profit on a product they aren't officially allowed to distribute

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

Yes. Complete transparency is needed to stop cowboys.

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

Absolutely yes ban this. No one with ethics needs a bot to buy tickets. It's only useful for those seeking to rip consumers off.

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

To an extent yes. Should really be government driven. If those benefiting from ticket sales today were interested in operating morally, they'd have put a stop to this practise a long time ago.

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