

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?

No, I have never purchased resale tickets before

Please share your experiences, either positive or negative

I never use ticket resellers because I've never heard anything but negative experiences about them from friends and from the media. They just seem to be there to cheat people out of their money and out of a wonderful experience.

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

Companies who exist solely to resell tickets are nothing more than scalpers. They buy up tickets in bulk, preventing individuals from buying them from the legitimate seller. Then they mark them up to a ridiculous amount, fleecing the consumer. And chances are great that the tickets are forgeries, or copies, and therefore unusable.

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

This option allows for individuals who may want to sell their tickets for real reasons to at least not lose money. While it prevents companies like Viagogo, from marking up the price two or three or four times the face value of the ticket purely to profit from the public.

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

I agree. More information required to be disclosed will allow consumers to make informed choices about whom they purchase their tickets from.

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

Definitely agree!! Its a no brainer. These bots prevent members of the public from buying tickets. These bots are why events sell out in 3.2 seconds. Thousands of actual humans miss out because the bots bought all the tickets. Then the bot operators sell those tickets back to the public with an insane mark up.

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

I agree. Its in the industry's best interests to ensure the fans can get to see their events easily, and at the price the promoter sets. If the industry is working with the resellers for a cut of the profits, then the government needs to step in to stop such unscrupulous behaviour.

Are there other solutions that would work well?

Firstly, ban ticket buying bots

Secondly, set a limit on the number of tickets an individual account can purchase .

Third, make it law that tickets cannot be resold for profit, only to recoup the cost of the ticket.

This would mean the end of profiteering at the expense of the public.