

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

## Name (full)

Lulu Chow

## 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

I bought two tickets on-line for Disney on Ice in April 2018. I used google website to search for the tickets. I clicked the first website popped up on the screen. The website stated &quot;cheapest Disney on Ice tickets Auckland&quot;. During the purchase, the website mentioned &quot;limited time&quot; and started counting down. It also mentioned no extra fees. It did NOT mention anything about resale. Viagogo made people to believe it was the official website.

Soon after I made the payment, I realised it was not the official website. I quickly checked out Ticket master website and realised I paid \$50+ more than the ticket face value. There were plenty of seats available to choose from with the official website. But it was too late!

I would not purchase the tickets if I knew it was not the official website! Why buying resale tickets when the show was still four months away? When the official website still got heaps of tickets available.

Viagogo's website was misleading and misrepresenting.

## 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

When sell any Resale tickets, the dealers should make it clear to the consumers:

They are resale tickets.

The face value of tickets.

**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 good for the dealers to disclose the original sale prices.

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

No comments

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

Yes

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

Yes

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

To limit number of tickets purchased per credit card etc.