

From: Lynda Pryde
To: [Consumer Policy](#)
Subject: Submission on Ticket Reselling in New Zealand discussion document
Date: Sunday, 14 April 2019 7:23:23 p.m.

Competition & Consumer Policy Building
Resources and Markets
Ministry of Business, Innovation & Employment
PO Box 1473
Wellington 6140

Dear Sir/Madam

Submission on Ticket Reselling in New Zealand Discussion Document

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

I have not personally bought Tickets from a reseller but am aware of many people who have done from sites that they thought were the Official ticket sellers and paid well above the true original ticket price. I am aware of some popular Concerts selling out within minutes but then hearing that many tickets were relisted shortly after this at above the original price on other unauthorised sites. I have hear that computer bots are able to be programmed to do this by unscrupulous people who then on sell the tickets on sites that appear to be Official ticket sites.

I believe the online ticket buying process needs to be made much more secure and fairer – like what I have experienced for Concerts in Australia, with much stricter controls for any ticket purchase and the sending of a code before any Tickets are able to be downloaded. And the practice of the Ticket purchaser having to name Tickets individually for each person attending a concert – similar to what Mission Vineyards Concert organisers do is also a good security measure to prevent ticket on-selling or scalping.

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,

Lynda Pryde