

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Lyndon Hawk

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 have tried to purchase a number of times tickets for concerts in NZ using either Tickettec or Viagogo and have had similar experiences.

Within minutes of the tickets being listed for sale you are directed to Tickettec's Reselling website and asked to buy tickets at inflated prices.

Now those companies advise tickets are listed by people for a number of reasons usually they have found that they can no longer attend concert. Yet, this happens literally within minutes of tickets being listed for sale.

It then leads me to believe that these people are either scalpers and have no intention whatsoever of seeing concert.

This deprives fans of opportunity in seeing concert by their favourite artists.

I have written previously to the Commerce Commission several years ago to lodge a complaint but was told that because both Viagogo and Tickettec were not NZ companies little could be done.

I am now extremely happy to see the Labour lead coalition government tackling this problem to stop these companies making huge profits at NZers expense.

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

Now those companies advise tickets are listed by people for a number of reasons usually they have found that they can no longer attend concert. Yet, this happens literally within minutes of tickets being listed for sale.

It then leads me to believe that these people are either scalpers and have no intention whatsoever of seeing concert.

This deprives fans of opportunity in seeing concert by their favourite artists.

I have written previously to the Commerce Commission several years ago to lodge a complaint but was told that because both Viagogo and Ticketec were not NZ companies little could be done.

I am now extremely happy to see the Labour lead coalition government tackling this problem to stop these companies making huge profits at NZers expense.

I am also in favour of the stance taken by some artists such as Ed Sheeran refusing to honour such 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

I understand that there is costs involved for reselling tickets. This should be kept to a reasonable admin cost and not allow the huge mark up on tickets that happen currently in both Viagogo and Ticketec.

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

yes - this will keep the transaction open and transparent.

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

Yes, because it will force ticket reselling websites to conform to strict legal rules for reselling tickets. Such that reselling websites cant list tickets until after 30 days of going on sale through normal channels.

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

Yes. This will ultimately lend itself to a better solution. The government needs to remain strong and ensure that the unethical practices are stopped.

The companies need to realise that profiteering isnt acceptable and work towards a viable solution where the original selling price of ticket + a small admin fee is acceptable

Are there other solutions that would work well?