

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Lyn-Marie Dallison

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 purchased a ticket online from what I understood to be an official ticket-selling site. As it turned out it was not the official site. The tickets initially did not arrive and when I investigated I found that I had bought tickets from a site that has a hugely bad reputation. There was no way to contact the site or the company once the transaction was completed. The tickets did eventually turn up. I was worried they would not be valid but they were. However we had paid a price for very good seats but were actually seated in a much less expensive area.

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

I think that there should be a cap on resale prices and I think that there should be a way to stop the sale of blocks of tickets to resale companies.

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

There is no reason why a business should exist to solely make money from people wanting a genuine product at a genuine price. But I get that there may be a small charge because of late interest or the tightness of sales.

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

Absolutely there should be more disclosure. It should be clear who it is you are buying from.

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

I certainly do. There is no reason that computers should be set up to buy at the moment of sale.

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

I agree because there needs to be a concerted effort because slapping these companies/people over the hand with a wet bus ticket just won't cut the mustard (or mix the metaphors!!)

Are there other solutions that would work well?