

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Martin Smallman

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

Please share your experiences, either positive or negative

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

Resellers like viagogo scooping up huge numbers of tickets immediately they go on sale and then reselling for a profit deprives legitimate fans of opportunities to see the events they love.

It raises price to the consumer and creates an artificial scarcity which resellers then use to their advantage and for profit.

It's immoral and should be illegal. Ticket resale should only be permitted by individuals and for only legitimate reasons. Not as the basis of a business.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option B: Original sale price + 10%

Why did you choose the option above? Please explain

A price cap should be imposed. This will allow legitimate sellers to cover expenses and allow fans who were unable to buy at initial release of tickets to be able to see the act they love at a reasonable price without having to pay exorbitant markups. At the same time it will provide a disincentive to scalpers.

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

Yes. Why shouldn't full disclosure be made

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

Totally. This is how scalpers scoop up such large numbers of tickets which would otherwise go to the fans who actually want them and not to businesses looking to profit from resale.

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

Yes

Are there other solutions that would work well?

I would like to suggest a max price of the face value and a maximum \$50 processing fee. That would more than cover an costs.