

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Martyn John Vincent

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

No, I have never purchased resale tickets before

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

The consumer does need certainty about the purchasing of any goods or services on line, and this include tickets for concerts, theatre, sporting events etc.

The sites that make these tickets available to the public do need to be regulated. In my view they should not be allowed to scalp tickets. In my view it is dishonest and is a practice that must be regulated.

I suspect that ticket-buying bots make it harder for genuine purchasers to purchase the tickets themselves through online sellers such as Ticketek

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

Of the options Option A is the closest to my view.

In my view genuine sites such as Ticketek, should have the ability to refund a ticket. That way the ticket becomes available for resale through a genuine retailer.

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

Yes there should be full disclosure of the ticket that is available. Face value of the ticket, location of seat, refund options, consumer rights etc

This will allow the purchaser to make a informed decision on the purchase.

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

Yes I agree with the ban on ticket-buying bots.

I would expect that this would make it easier for the public to purchase the tickets online when they are released for sale by the organisers or Ticketek etc.

From what I read on the media ticket-buying bots are a unscrupelous practice in my view.

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

Yes I agree.

To be fair to all parties, and to ensure all factors are considered a joint approach is best.

Are there other solutions that would work well?

Allow the genuine ticket retailers to buy back tickets, to resell.

Restrict sites that do resell tickets to those that abide by NZ consumer rights, for example Trademe.