

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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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

I haven't purchased the resale tickets, but nearly did one time because of the frustration of pre-sale tickets selling out so fast. I also know of 2 lots of people who have brought resale tickets, one person successfully got into the concert, the other didn't.

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

As a consumer buying a ticket to a concert/show we should be treated equally when the pre-sale starts or public sales start. It seems that these ticket sellers have tickets already but at huge prices. how can that be when the tickets only just went on sale. It feels like we are being ripped off, as a normal ticket can be \$199, then it skyrockets to \$299 within minutes.

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

10% seems fair, to cover expenses like resale costs, advertising, reprinting etc.

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

Yes we need to know what we are buying. Then if we really want to go to the concert we will pay the price.

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

Yes ban bots. Not fair on the average New Zealander who wants to buy a ticket - but wants to compete against other real people.

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

Yes

Are there other solutions that would work well?

I have heard that some re-sale tickets aren't given to the purchaser until a few days before the show. Meaning the purchaser can be very worried that the tickets aren't coming or aren't legit. As soon as the tickets are purchased they should be delivered.