

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Mollie Ruth Newton

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

When I searched for tickets for Elton John at the Mission, Viagogo was top of the sites so I assumed it was an official site. Then the news broke the next day and I realised I had been ripped off and probably had a non valid ticket. I'm not a happy Kiwi and there is nothing I can do about it except report it the Commerce Commission

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

Yes these problems are serious enough to ban these websites from NZ events showing up at all on the website.

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 think the resale price should less than 10% and only available for NZ on sellers who meet the criteria e.g. limited number of tickets, maximum number of 10

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

Yes as it will limit ticket scalpers and put them off scalping. But I think there should be an option for genuine people who realise they can't go for what ever reason, to recoup their money to with a small increase, much less than 10%, for time and trouble.

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

Yes these should be banned

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

Yes to protect NZers from being scammed

Are there other solutions that would work well?

Nothing more comes to mind