

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Neville Male

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 two tickets for the Eagles Dunedin Concert from VIAGOGO in October 2018 (3 months before the Concert) for

\$1200 believing VIAGOGO's publicity at that time that there were only a "handful of tickets left" in the exclusive GOLD SECTION category. This was to be a once in a lifetime treat for my wife and I so we paid the exorbitant price being asked and we were shattered when after many requests to VIAGOGO we eventually were able to download the tickets (only 2 weeks before the concert date 3 March 2019) to find they had a face value of \$128 each. As it turned out by my constantly viewing VIAGOGO's web site between November 2018 and March 2019 I saw GOLD SECTION tickets were available right up to the week of the Concert all selling around \$400-450 each. Benefit of hindsight tells us we should have been aware of VIAGOGO's poor reputation but unfortunately we weren't! I'm sure like many others who have been ripped off it was perhaps a case of buyer beware and a hard lesson was learnt. Consumers should not be required to have an in depth knowledge of ticket agent credibility and law changes are necessary. Apart from anything else the current inadequate law supports ticket scalpers and that is totally unacceptable.

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

My story above is sufficient justification for a law change !!

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

To limit the ability of the original purchaser gaining an exorbitant price on resale.

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

Yes it all should be a transparent process for the buyer.

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

Yes ... if it provides scalpers with any opportunity.

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

Yes a joint approach will provide the best basis for a fair and workable review of the law.

Are there other solutions that would work well?

Nothing to add - just get the law changes being suggested done !