

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Nicola Anne Dow

## 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

Purchased tickets through viagogo. They worked fine, but were more costly which I didn't realise at the time. Because they were the first link to pop up on google, it seemed legit. Didn't know anything viagogo at that stage, and was surprised to see tickets arrive in a different name.

## 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

I was lucky, the tickets were still valid but I can see how easily people are misled. Viagogo are also taking business from legitimate promoters.

## 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

I'd rather pay what the tickets originally cost plus small admin cost. I don't think there should be any resale, unless in cases where someone can't legitimately go

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

I don't think any resale should be allowed

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

Yes to ban. They prevent legitimate consumers purchasing tickets and create a false market but

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

**Are there other solutions that would work well?**