

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Nicola Old

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

Recently the Metallica concert sold out in minutes, within days people have tickets for sale on trade me at inflated prices. I questioned trade me about this and suggested they were encouraging this practice of scalping by allowing this to happen.

Their response was that people who can't go to a concert should be able to re-sell tickets, which I have no problem with, but two days after you bought the tickets for a concert on 31 October (and its mid-march)?!

It is unethical, unfair and robs true fans of the chance to attend.

I honestly believe that if trade me had a policy of only allowing re-sale of tickets say 3 weeks prior to an event this alone would make a difference!

The way things are now scalpers will be banking their profits even before their credit card bill is due for the original purchase.

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 feel 10% would be enough to cover any costs the purchaser has incurred

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

I completely agree, people buying tickets purely to re-sell them at an inflated price robs the true fans of the chance to see their favorite events. It needs to stop!!

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

Absolutely! For the reasons above and its not fair on ordinary consumers who genuinely want to attend a show

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

Yes I agree, this is a NZ wide issue that affects us all.

I doubt the scalpers are paying tax on these intentional gains!!

Are there other solutions that would work well?

In Australia ticket sellers offer buyers an opportunity to re-sell their tickets from that website.

So when you buy tickets from say Ticketek, there is a pre-announced re-sale date, this means that people who miss out on tickets have an opportunity to buy them in the re-sale and those who have tickets and genuinely cannot attend are able to re-sell them - at face value.

Another option is to insist that all tickets are named and to ask for ID at the gate, this would stop illegal re-sale as the ticket can only be used by the registered owner.