

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Oliver James William Taylor

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

Never purchased tickets before, only heard about others who have.

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

Ticket resellers have turned reselling into an astoundingly profitable business, while undercutting the consumers expectation of a fair price. Tickets resellers currently can charge as much as they like on top of the actual price of tickets, while also using computer systems that can buy up masses of tickets in a short period of time, forcing many consumers to purchase marked up tickets from resellers. This should be regulated more and the law should change for it.

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

Ticket resellers need to be capped at what they can charge for tickets, providing enough margin for them to operate while also providing consumers a fair, reasonable price. This law change would allow more people access to these performances and therefore allow greater inclusion for the public.

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

Yes, because it provides consumers with business reasoning and understanding, that can allow individuals to determine how they feel about the nature of ticket reselling and the businesses behind the practice. This may expose those businesses who are acting unfairly and possibly not competitively.

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

Absolutely, buying bots provide a mechanism that makes it far too easy to squeeze consumers out of a first-chance not-resold ticket, the best way to buy the tickets of least price. Buying bots are artificial, and do not represent consumers' best interests, due to allowing business to become larger than those consumers that support it. This makes absolute sense.

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

Working with industries provide a civil framework to acknowledge incorrect actions of both industry and government, and provide a greater connection between the two for the future. This may also help establish a better culture when it comes to issues that negatively impact consumers.

Are there other solutions that would work well?

Reselling has become a culture of fear, hatred and lies, with companies such as viagogo misleading consumers and ticket scalpers making off with thousands. This needs to change, and action needs to be taken to protect consumers for the future.