

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

## Name (full)

Pamela Reade

## 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

I have never purchased tickets via a ticket reseller, however a lot of people have been caught. I believe it is ethically wrong for a government to let these dishonest companies operate in New Zealand and more should be done to protect consumers.

## 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

Please see my comments above.

## 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

Some people who purchased tickets legitimately and then circumstances change and they cannot attend the event they booked for. So they should be able to sell the tickets via an approved reseller and add resale costs to the ticket purchase price.

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

Yes, full transparency is needed.

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

Yes

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

Yes. As much protection for the consumer as possible.

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