

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Prudence Mary Dryburgh

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

Please share your experiences, either positive or negative

My friend and I were going to WOMAD last year. When we arrived we discovered that the tickets she had bought were for Friday night only at a three day cost. She had unwittingly bought them on viagogo who seem to be able to get their contacts/ads to the highest level on google so people just think they must be the correct seller. We lost that money.

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 think it is really unfair that people can play the ticket system, purchase tickets and then charge outrageous amounts so that real fans are ripped off.

It is an obscene practice and has no place in NZ

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

An honest person would re-sell to recuperate their loss, because they couldn't go for a genuine reason. 10% seems an ok limit - I think it limits the scalping take.

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

Yes. I think it should be really clear that they are re-selling tickets and making a profit from it.

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

Yes. It creates unfair competition for genuine purchasers of tickets.

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

Yes

The industry needs to take responsibility for managing its own behaviour. artists / sportspeople/actors/musicians could also have a hand in refusing to deal with such devious behaviour.

Are there other solutions that would work well?