

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Prudence

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

Have an email stating the tickets to Fleetwood Mac would be \$ 844.00. Apparently it states somewhere that there is extra ticket charges. I'm OK with that, (not that it was in an obvious place, and also they DO NOT STATE HOW MUCH, or have a total amount displayed before you press confirm and that is so wrong !!! Deliberately misleading us.) -

Anyway when the bill appeared on my credit card it was nearly \$ 1300. !! Another half of the value of the tickets again !!. This cost cannot possibly be justified.

ALSO, the day I bought the tickets the website said 621 left! - The next day, when I saw the amount that was on my credit card, I hopped online again and..... guess what.... surprise surprise there was 621 left.. AGAIN !! '... Liars !!! That is fraud.

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

The thing is, no other businesses in NZ would be allowed to get away with this !!!.

PLEASE Get rid of them, - let the legitimate and fair playing ticketing companies make the money. Viagogo are are not only stealing the tickets by fowl means with robots with no intention of attending that concert to sell themselves for inflated prices, but lying to do it.

These tickets must go to hardworking NZers that I feel must have the INTENT to attend the concerts. !!

Switzerland is taking the kiwi dollars and that is wrong.

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

No one should profit from the tickets except the band and the legitimate agencies approved by the band to sell, and people working for the venue and / or band.

If no profit was allowed to be made on ticket resale, except the price paid and costs to send them on, was law, all these scammers would be shut down automatically.

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

Let's just crack-down on this, COME ON...get a law made, shut this whole silly business down for once and for all.

NZ is so regulated for everything else, yet this outrageous practice is allowed to go on. It just doesn't make sense this is still happening.

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

BAN THEM NOW - end of, as above.

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

Don't care who just as long as the result above to put a complete stop to it, is put in place.

Are there other solutions that would work well?

Only a law hitting hard, VERY hard to anyone found doing it will work. A slap over the wrist with a wet bus ticket will just get them laughing at us. It needs to be sorted, and quickly.

What other business gets away without displaying a final cost on products... !!

They're having a laugh and it has to be stopped.