Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Rachel Fanshawe

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

We couldn't buy tickets to several events as the tickets sold too quickly and the resale value of the tickets was too high, and held risk.

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

Fair access to the primary sale of tickets is really important to solving this issue.

For Bayern Munich football home game tickets, the only option for resale of tickets is through the Bayern Munich ticket sales site. Tickets are resold for exactly the same value as the original ticket plus a small handling fee. This is an excellent system.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option A: Face value + 10%, or Original sale price (whichever is lower)

Why did you choose the option above? Please explain

There should be no incentive for people or organisations to buy tickets for resale. Even 10% is too high.

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

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

Yes - it being able to obtain tickets in the original sale is the major issue. Frequently large events are sold out in minutes, which is ridiculous.

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

Are there other solutions that would work well?

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