

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

## Name (full)

Raylee Kane

## 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

I purchased expensive tickets to Brian Ferry seduced by the urgency expressed in the top of the page on line site only to discover at the end of the procesz it was Viagogo I was furious and felt deceived I tried to change them and cancel my credit card but gave up snd crossed my fingers the tickets would work

It was well in advance and we were to travel to Wellington from ChCh We got tickets for an unknown person and turned up early (we were so advised) seats were way at the back and side on for the price of front area sests ffrom the proper seller. Enjoyed the concert and spread the cautionary tale !

## Your views on the issues

### Are these problems serious enough to require changes to the law or industry practices?

I don't know

## Tell us what you think

I would like Viagogo to gogo at lest not be able to falsely assert legitimacy in th on line forum.

## 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

I suppose there is some legitimate reselling but Viagogo is a wrought.

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

Don't know

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

Don't know

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

Seems like the best option because it would have 'teeth'

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

No