

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

## Name (full)

Rebecca McPhail

## 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

purchased Elton John tickets (6) through Viagogo and soon realized through a number of people and through the media that they are not legitimate. I contacted them and just asked for my money back they said they can not but i can resell my tickets through their website. They also said they don't release the tickets until a month before the concert, next year. This is strange that they do not release the tickets to the purchaser until then. I just want my \$2600 plus back i paid for my tickets :(

Also when i was purchasing my tickets they said that my seats i wanted were selling out fast, to put the pressure on me to buy them, but then after i purchased straight away under pressure form this i realized that the legitimate ticker sellers, (ticketek and ticket master) had not even released their tickets!

## 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

absolutely, to be able to take this much money from someone and then have someone tell me over the phone they dont even distribute the tickets until the month before.

## 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

after being scammed i feel it is the correct thing to do, to put a face to the sellers name to hold them accountable for any scamming.

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

yes i do . Something needs to change to stop honest people from getting caught up in this.

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

yes i agree with the ban.

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

yes i agree.

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