

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Robyn Bennett

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 ticket for the Beach Boys in Hawaii through Viagogo whom I had never heard of before. The tickets were a little more expensive than showing on the website but after purchasing 4 tickets and putting in credit card details I was slapped with huge administrative costs.. it came to over \$1200 for 4 tickets..

I emailed them and asked them to justify the admin costs and there reply was added costs for us to look after you and ensure a good experience... I replied and asked how they intended doing this when I lived in New Zealand ? No further communication...

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

They are preying on the people who really want to go to the concert and half the reason they can't is because groups like this have been allowed to buy bulk tickets.

Then if the sellers don't sell all the tickets they offer at a reduced cost after all the rest have paid full price.. very insulting to those that have.

Your views on the options, and the pros and cons

Price cap on resale tickets:

I don't agree with a price cap

Why did you choose the option above? Please explain

Because if circumstances don't allow the seller to go then they should be grateful to get their money back.

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

Absolutely agree.. if I couldn't go I would be grateful to get my money back

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

As I said above .. they are only purchasing for profit at the expense of those online trying to get tickets.

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

We shouldn't have to have government involvement.. just laws that they have to abide by..sad day when greed has to be managed.

Are there other solutions that would work well?

Something needs to happen quickly or people like me and many others will just stop going to concerts and then nz won't get anyone decent want to come here...

Several times I have sat on the computer at 12pm and had to wait only to be told there are no tickets left...!! BS