

From: Ruth Bivins
To: [Consumer Policy](#)
Subject: Submission on: Ticket reselling in New Zealand discussion document
Date: Saturday, 13 April 2019 10:20:32 a.m.

I strongly support law changes to help protect consumers from the unfair practices used by ticket resellers.

While I've never personally been stung by a ticket reseller, I have many times been annoyed when, while doing online searches for a particular act, the ticket resellers' ad links have appeared at the top, above the genuine original seller's link(s). Because the "Ad" notice on these ads is virtually invisible, family members have almost been fooled a number of times. Search engines should be required to display original sellers links above those of the resellers' ads, and to make the ad labelling more visible and distinguishable.

In addition, I support Consumer NZ's call for:

Price caps on resold tickets

- The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

Disclosure requirements for resale websites

- Sites should be required to clearly state they're resellers and not the official ticket agent.
- Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.
- Any fees charged by the resale site should be prominently displayed next to the ticket price.

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

- the number of tickets available for general sale
- the capacity of the venue
- the number of tickets remaining
- the number of events in a tour.

Ban on ticket-buying bots

- The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.

Kind regards,

Ruth Bivins