

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

## Name (full)

Ruth Emtage

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

No, I have never purchased resale tickets before

## Please share your experiences, either positive or negative

Only because i have refused to pay the exorbitant price applied to the sold out concert i wanted to go to, so i chose to miss out rather than pay so much more than the ticket value and have none of the protection from the insurance options or concert cancellation protection.

## 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

I believe they sell out tickets too fast, and genuine fans miss out on tickets.

The resale prices are far too high and dont offer you protection for if the concert is cancelled or postponed.

## 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

Unwanted tickets should only go back to the ticket issuer and be resold on their original platform

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

Yes you should know who is selling the ticket to you.

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

Yes, these buying bots create issues with events selling out too fast and true fans miss out

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

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

Return to issuer to be put back on the original market place to allow for ticket protection for show cancellations