

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Sandra charlton

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 went on line to Ticketek to buy tickets and viagogo popped up which was very misleading, it had a timer on so I fell for the fact I needed to act quickly, the price they said I was paying for the tickets is not what I was charged. It was three times the amount, and I didn't get my tickets until a few days before so was unable to book flights and accommodation in case I didn't get the tickets. Total rip off

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

Viagogo are not in NZ they are a total scam.

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

No need to make money on buying tickets you haven't done anything to earn more. Ok to add postage ect

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

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

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

Are there other solutions that would work well?