

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Sandra Gilmore

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

Bought a ticket online for a show without realising it was viagogo and paid more than it would have cost from the correct website. Once I realised it was too late and it was very stressful wondering if the ticket would be accepted on the night.

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

Why does Viagogo come up as first option when searching for tickets to anything even the Rugby World Cup? Now that I know I always check but this shouldn't be allowed to happen...

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

Too many people buy with the sole purpose of making money on reselling.

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?

Yes why should genuine customers miss out because people cheat.

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

Yes

Are there other solutions that would work well?

There are sometimes genuine reasons to resell but not always.