

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Shane Hona

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

Sometimes it is very difficult to tell if a website is legit or a reseller as the resellers often come up first in an Internet search for an event and sometimes legit sites have a link to a reseller e.g. Ticketek used to do this.

It is also very frustrating to try to purchase tickets to an event, then miss out because it sold out so fast and pretty much straight away there are tickets for sale an inflated prices on resale sites.

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

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option B: Original sale price + 10%

Why did you choose the option above? Please explain

I think up to 10% increase on face value is fair. But any increase above this amount is neither fair nor reasonable.

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

Yes I agree with this option.

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

Yes because this is not fair on legitimate ticket purchasers

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

Yes. I agree

Are there other solutions that would work well?

I believe there should be a legitimate way to resell tickets if you have a genuine reason why you can not attend the ticketed event. However you shouldn't be making a large profit on tickets. For example my partner could not attend an event as she was heavily pregnant so we sold her ticket but we sold it at face value and were clear about why we were selling it. We were not trying to make a profit.