

**From:** Sharon Robertson  
**To:** [Consumer Policy](#)  
**Subject:** Submission on: Ticket reselling in New Zealand discussion document  
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Hello

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

Our personal experience of ticket resellers is that my husband purchased tickets accidentally on a ticket resale site for inflated prices as he thought it was the official ticket seller. It was very frustrating as it was the first selling option that came up when searching for tickets and it looked like a valid sales site. We would like to make it harder for this situation to arise for other consumers. It is also frustrating when popular events sell out very quickly and the tickets have been bought by bots, so that the ticket reseller can make a profit at the expense of the general public.

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

**Sharon Robertson**