

From: sharon stevens
To: [Consumer Policy](#)
Subject: Viagogo - Ticket Reselling
Date: Monday, 15 April 2019 6:59:54 p.m.

Submission on: Ticket reselling in New Zealand discussion document

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

I support Consumer NZ's call for a % price margin (10% like Australia) on resold tickets, plus banning Viagogo from the NZ marketplace. On 12th April I googled to buy Adam Lambert – Queen concert tickets for a show on 5th February 2020 in Wellington online. A site came up looking very official so I purchased the tickets with great pressure to quickly buy tactics as only 85 of the tickets were left and quite a number of people online at that current time trying to buy them, so I was rushing not to miss out. Immediately upon confirming payment I found there was a hidden charge of \$85 each ticket (i.e. x 2), then when the confirmation email came through I found that no actual seats were allocated to me – and would not be until a week prior to the concert. So I paid \$740 for two tickets that I now know to be \$155 each ☹

That set off alarm bells. I researched via Google as you do – and the alarm bells via Viagogo were correct. I tried within minutes to get my bank TSB Bank to stop the payment but they refused which was very disappointing and upsetting, especially as I have banked with my bank for over 40 years. The dispute form could only be put into process once Viagogo had the money.

I have rung Viagogo in Switzerland, I have emailed them twice, but they refuse to cancel sale – they refuse to give me the seat numbers I have purchased – but are very keen that I on-sell the tickets – which I guess will just make them more money with their last minute costs – and so on and so on to more and more buyers down the chain – but I refuse to do this as I will simply be selling tickets I dont have and will be duping the next customer who will be as upset as I.

Given that I purchased these tickets on Friday 12th, and they dont even go on sale until 17th April, Viagogo have sold me tickets that dont even yet exist.

I am embarrassed, my bank TSB Bank is most unhelpful. We cant afford a second set of tickets, this was our dream we were looking forward to, we just cant risk or afford to book the accommodation, flights down to Wellington, only to be turned away at the gate because our Viagogo tickets are fake, or sold to multiple people.

We are devastated we have most likely lost this money – and that we wont get to see the concert ☹

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 – we were charged \$85 which was not originally disclosed.

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 – we only got told the original ticket price AFTER the visa transaction went through – the seat location was not disclosed, they would not give us seat numbers – which apparently we will not get until one week before concert.
- Any fees charged by the resale site should be prominently displayed next to the ticket price – and not added on once the transaction is near complete or complete – the only fees disclosed to us in the initial stages was a \$3 fee, this later jumped to include a \$85 fee – along with PRESSURE, PRESSURE, PRESSURE to buy as only a few tickets left, and a countdown clock ticking away.

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

- the GENUINE number of tickets available for general sale
- the capacity of the venue – in my case they said 85 tickets only left to sell which was clearly a lie – yet I later found out tickets were not actually released to the general public yet.
- the GENUINE number of tickets remaining – the amount disclosed was in fact a lie
- 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.

Yours sincerely,

Sharon Stevens – phone s 9(2)(a)

Sent from [Mail](#) for Windows 10