

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Sherilyn Moody

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

## Please share your experiences, either positive or negative

My friend bought a festival ticket off viagogo and she found out the ticket was almost double the price of the original tickets. Her ticket was already used and she had to buy another ticket in the end. Spent way more money than she should have.

## 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

Ticket resellers should only be allowed to sell tickets at the same or Similar price that the original tickets were sold. Otherwise kiwis are not having a fair go

## 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

That's fair for people who are desperate to go to a concert/festival, people who use reseller sites are usually in dire need because the main site has sold out and they shouldn't be taken advantage of by these reseller sites.

### 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, that's not fair on anyone. Tickets should only be sold to regular kiwis not company's trying to make money.

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

Yeap, with the support of the government people will feel more secure when buying tickets.

**Are there other solutions that would work well?**

The original site should show up first on google not all the way down the page. Ticket resellers should be a nz company not overseas so they are held accountable under the consumer guarantees act.