

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

## Name (full)

Shirley Angela

## 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

On two occasions I was told that tickets were not available for events but a friend came along and was able to buy tickets for the exact same events. The difference was that my friend bought his tickets on the night of the event. I don't know if he paid an inflated price (but that's certainly possible). Neither he nor I could find a suitable explanation as to why I'd been told earlier that the concerts were sold out.

## 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

I no longer attend concerts where there is a likelihood of these fraudulent practices because I will not be forced into paying hugely inflated prices by, essentially, thieves. The process of purchasing a ticket for an event can no longer be considered to be fair and just.

## 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

I don't know of a situation where it is fair to profit from resale. Individual consumers who can't attend a concert would have been lucky to simply get their money back in the past. The original ticket price should include within it any contractual arrangement for fees made between the promoter and any ticket seller who they have contracted to sell tickets to their event on their behalf.

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

Apologies: I don't have the answers. I just want a fair system.

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

Yes. If as a society we agree that profiting from ticket reselling is not a fair activity and promoters/ticket sellers are legally required to provide information to the public that indicates legitimate ticket prices for seat locations and the public are also given information about what to do upon discovering ticket resale profiteering then we will discover whether or not we as a society are willing to do what is required to make such a system work.

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

Probably not. Just because somebody has dreamed up the idea that they can profit from an activity does not make that activity a legitimate "industry". We must not be lulled into allowing something to continue that essentially undermines and harms our society simply because we haven't had the moral courage to shore up the integrity of the economic practices within our society sooner.

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

Good luck! Huge thank you to the government for being willing to tackle this.