

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

No, I had a positive experience

Please share your experiences, either positive or negative

I have had two resale issues. One where i didn't purchase but was given an inflated price by a seller who wouldn't negotiate (sold out sports event that was the day i was trying to purchase). That was on Trademe. The sellers horrible demeanor suggested he was a scalper that either:-didn't have the tickets, or was okay with taking the hit of losing out as his other tickets sell and may make up for it.

The second issue was with ticketmaster where two concerts sold within a minute/seconds. Arctic monkeys sold out as i was typing details to buy and red hot chili peppers had no tickets to purchase at 2pm sharp (when tickets were advertised to sell). Tickets appeared on resale immediately after for an inflated price. I think they must have released new tickets or reclaimed resale just before the concert as i managed to get floor seats (most popular) for what was advertised as a sold-out gig to red hot chili peppers

I had one positive experience where i bought a ticket for the original price (sold out gig) from Facebook. He was an individual so it was a risk but his Facebook page looked legitimate. Would have been helpful to have a place where everything is verified and he doesn't have to lose/gain any money for reselling.

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 haven't done anything to cull resellers on their official page selling for more than the original price. This is silly. This one change will be a disincentive to use bots. Resellers should sell for the original price.

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

Resale costs should be regulated. Happy to pay the same costs as buying a regular ticket but shouldn't be more. I personally think staying at original price is best. Market demand is a factor but currently the resellers set the price - it should be the other way round where consumers out-bid each other.

Either way, the band is the one doing the work and adding the value to the ticket. The reseller has done next to nothing and their investment has been for a far less period of time than most investments.

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

Yes I think consumers need to be educated. I agree with this, especially putting warnings that they aren't an official site. There are so many sites you can purchase from that it can be hard to determine who is who and what is legitimate when there are time-bound decisions like gigs. There are also websites you log into to get early access and it can be hard to keep up for a first time buyer or those who don't do it often. Purchasing tickets has to be done quick to secure them so decision making is difficult. There is a lot of money to be lost if you're purchasing multiple tickets.

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

YES PLEASE! They make purchasing so difficult! I missed out on one gig this year because of them and it's only March. It's totally unfair and just fuels the reselling sites. If banning bots is tricky, then just cap reselling at cost price and you'll see them disappear.

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

Industry benefits from the system as it is I think, so they may not care for changes. But it's better to work with industry than use a top down approach. I personally think if they fight the changes too hard, or try to minimise the penalties/options, then do it without them and tell them to get stuffed.

Are there other solutions that would work well?