

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

STEPHANIE JOHANSEN

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

My daughter and I were both unsuccessful in purchasing tickets for any of the three Wiggles concerts to be held in Palmerston North on

4 June 2019. We were ready and waiting on two separate devices to purchase three tickets, however they were all sold out within 2 minutes.

Subsequently we have seen tickets for resale on Trade Me fetching upwards of \$600.00 per ticket when the original purchase prices was \$36.90!

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

Concert and Sports tickets should not be made available to scalpers and bots. There ought to be a limit on the number of tickets an individual can purchase, and if they are no longer required, should be sold back to the ticket issuer at the original price and offered for resale to the public.

Companies such as Trade Me and Viagogo are encouraging scalpers to usurp money from the general public, and this practice must be stopped immediately.

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option B: Original sale price + 10%

Why did you choose the option above? Please explain

Because it would prevent scalpers even bothering to resell tickets for huge profits.

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

Genuine purchasers of concert and sports event tickets should be allowed a fair chance of purchasing tickets in good faith, at a fair price.

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

Yes, a total ban on ticket buying bots for all the reasons outlined above.

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

Are there other solutions that would work well?

Trade Me have reprimanded me for comments made to scalpers on their questions and answers page, and yet seem unconcerned that unscrupulous scalpers are free to conduct their nefarious activity on-line, without censure.

I am appalled that this behaviour is tolerated and seemingly encouraged by companies such as Trade Me and Viagogo .