

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Stephen Adams

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

I bought tickets having googled a match and clicking in the first link. It was quite a pressurised sales environment (countdown clock, limited availability showing etc) and so i bought tickets without looking around at other sites first. Turns out that they were via a reseller (not clearly advertised as such) and were twice the face value.

Once received the tickets clearly stated on them "invalid if resold" and the face price had been doctored to reflect what we had paid.

The reseller refused to consider the tickets as invalid despite the conditions clearly printed on them. We used them but will be much more vigilant in future (NB there were lots of tickets still available for this match even on the day of the match itself)

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

resellers should have to be entirely explicit about their products. There should be protection from inadvertant scalping in NZ consumer law (ie visa chargeback for scalped tickets / 14 day cooling off period for non in-person sales)

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

fair and denies scalpers a market

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

yes, we need to know what we are buying

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

absolutely, lets all have access to tickets.

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

sure, but with compliance monitoring enshrined in law and enforcement actionable if required via an ombudsman

Are there other solutions that would work well?