

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Stephen King

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

Purchased tickets to a concert at Vector Arena three ago through Viagogo. The website made no mention of fact that they were being resold. In fact, there was clear inference that could drawn from the site that indicated that they were being sold direct by Viagogo. Whilst I did not pay much above the original price (which I learned about much later), we were refused entry at the concert as they were apparently duplicated ie. someone else had already entered the concert with same tickets. When I contacted Viagogo about this, they completely ignored my emails and phone calls.

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 scalping should be treated as fraudulent practice at the high end and unfair practice at the low end. It is driving unfair behaviours at the very least where people buy dozens of tickets with no intention of going to the event. Instead, they intend to profit from demand. This should be banned in order to protect consumers who deserve fair opportunity to buy tickets to events without being ripped off or denied the opportunity to buy by unscrupulous individuals and organisations. It is way past time that something is done. The solution is simple - ban all reselling for profit. It should be allowed to resell at face value to enable people to offload tickets they cannot use for a particular reason. But, no profit can be taken. Additionally, they should only be resold through the original ticket seller to ensure the tickets are genuine.

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

Please refer comments above. No profit should be allowed - this will ensure that resales are genuine and not through scalpers. Resales should only be through original ticket agent at face value. Happy for ticket agency to charge small fee for this. Reason for no profit element is to remove the scalpers from the market.

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

No - would not solve the problem. Requiring all resales to go through original ticket issuing agency would fix the information disclosure issue.

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

Yes , ban the bots - they are a major component of the scalping issue and deny ordinary members of the public from buying tickets.

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

No - needs to be a government/legislative solution. Tickets and scalpers have shown no appetite to reform to date.

Are there other solutions that would work well?

Ban resales for profit - this is all that is required in my view.