

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Sue bolam

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

Booked a ticket believing viagogo to be the local booking agent paying an exorbitant amount and having booking costs appear as payment progressed.

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

Google search should be made to have the approved booking agent appear first in a search for that event!

Viagogo should actually have tkts to sell or resell

Also all additional costs should be highlighted earlier in payment process.

Scalping restricted to maximum profit!

Or not be permitted

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

Genuine sales needed for certain percentage of original bookers so some costs incurred

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

Yes! People I know have booked not realising viagogo is a scalper! Scalped tkts should be labelled as such

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

Yes! Stop bulk buying bots!

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

Yes! It's a system that has allowed this process... joint solution. No recourse with the lines of viagogo at the moment NZ consumer laws should apply to all sellers

Are there other solutions that would work well?

Google search engine told to make correct ticket agency as a first listing in a search