

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Tom Gledhill

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

## Please share your experiences, either positive or negative

Yes i know people who have bought tickets and had these type of issues.

Checko out this Facebook page: <https://www.facebook.com/groups/902873963190429/>

## 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

Yes these companies such as viagogo and resale are ripping people off and leaving them no recourse to get their money back.

## 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

If people know what the terms and conditions are then it should be their choice but should have proper recourse to getting refunds if there are problems.

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

These firms should not be able to hide relevant information. i.e. any cost that isn't clearly stated during on-site transactions

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

Yes efforts to prosecute are often hampered by the fact that bots are based in overseas jurisdictions, usually tax havens.

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

If it is effective then yes.

### **Are there other solutions that would work well?**

Blockchain technology has proved to be more than just another hype, already revolutionising many industries. All transactions registered on the blockchain are permanent and irreversible, being stored and simultaneously updated on multiple nodes making it immune to cyber threats and fraud.

Leveraging the advantages of blockchain technology for event ticketing, crypto.tickets developers have been able to engineer an entire eco-system for event promoters and ticket vendors where all the rules for primary and secondary ticket sales / resales, exchanges, returns, as well as payments, fees, and commissions throughout the entire ticket lifecycle up to the redemption at the door can be specified by event organisers in smart-contracts registered on the blockchain, providing a powerful means of eliminating ticket scalpers and touts out of the equation.

Owing to the benefits of blockchain technology, when a smart ticket is issued, its origin and pricing can be tracked from the very moment of issue that is registered in a smart-contract, up to the redemption at the door. Even if a ticket is resold, there is no way to copy and resell a duplicate, or override resale rules specified by the promoter, unlike it often happens with conventional forms of tickets.

This feature makes smart tickets safe from any fraud. The transaction history of the entire crypto-ticket lifecycle from issue and sale / resale to redemption are absolutely transparent and audit-able. Everybody, including fans, can see the ticket origin and face value.

What's also important, crypto.tickets provides an already functioning global distribution system which other ticket vendors can benefit from instead of competing with them.

More than that, crypto.tickets team has published an open-source smart ticket standard alfa on GitHub and invites ticketing industry professionals and developers to join forces around the standard.

Smart tickets' behaviour is programmed to follow a certain set of rules registered in smart contracts, enabling event organizers to control the entire ticket lifecycle. In fact, the standard is the world's first description of how ticket data should be stored on Ethereum.

Smart ticket standard can be used by anyone in the industry to start selling tickets of the new generation on blockchain. The use of the standard is absolutely free of charge and an ecosystem of different services can be created around the standard. For example, ticket systems using it, ticket wallets, ticket resale exchanges, etc.