

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Tony Vine

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

No, I have never purchased resale tickets before

Please share your experiences, either positive or negative

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

It's becoming harder and harder to legitimately purchase tickets when competing against bots.

The ticketing industry needs to come clean too with their pre-sale practices and be open about what they mean and the number of tickets available on pre-sale.

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

People shouldn't be looking to profit from resale of tickets. They should be purchased because you want to go to the event. If you are unable to go you should only be looking to recover your costs, not profit on this.

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

Yes.

Full disclosure is required. People shouldn't have to read small print to find key T&Cs.

Too much is hidden now which should be up front.

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

BAN them if you can.

It's unfair and the only purpose of them is to illegitimately purchase tickets to resell and profit. There is no legitimate purpose for them which I'm aware of.

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

Nice idea, but legislation is required. The legitimate industry wants to do the right thing, but without legal clouth they can't fight the illigitimate operators.

Are there other solutions that would work well?