

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

## Name (full)

Travis Palmer

## 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

Shut down sites hat are misleading and profiteering such as Via GoGO.

I got caught by Via GOGO purchasing tickets for All Blacks vs South Africa - Westpac stadium. These tickets were 40% more than face value PLUS \$40 booking fee each ticket. this is a scam. The site looks legit, until you realise how much you have paid- we paid over \$1900 for 8 tickets with a face value of \$170 each.

We contacted NZRU and they advised NOT to use tickets as the numbers were not valid. So we purchased proper tickets via ticketek. We went to the game and luckily we had a good night. Because we did not present the Via GoGo tickets, we were able to claim the money back from our bank. It took over 4 months to settle however.

## 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 retailers such as Ticketek sell legitimate tickets at legitimate and fair prices, with fair delivery prices. Nowadays, you can just print your own ticket so delivery is not really even required.

These organisations are obviously local and any issues can be sorted relatively easily. Online ticket sellers like Via Go GO are clearly dodgy and its impossible to get a real person to contact if you have an issue. Besides that they charge more than the face value and exorbitant &quot;booking fees&quot;

This makes the cost of attending an event beyond the reach of most kiwis, non of the profit goes to the legitimate organizers of such events. Booking sites such as Via GOGO reduce the amount of

ticket availability unfairly, forcing desperate fans to pay grossly overpriced fees for events that are already pretty expensive.

### **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**

The original seller may have had to pay delivery costs of tickets, legitimate booking fees- so its acceptable they recover these costs, as long as they are justifiable costs, which shouldn't cap more than 10% anyway, so this 10% margin is acceptable.

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

The seller can add up to 10% of face value or original price, whichever is lower to cover their costs such as booking fee, courier fees etc. I agree that a full disclosure is required so people can make an informed decision on whether to purchase tickets from any source.

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

Unsure what ticket buying bots is. But I support a ban on syndicates buying tickets in bulk - such as VIA GOGO and on selling them at massive profit and massive "booking fees".

Ticket or booking agents do not BUY UP all the tickets, they sell on first come first serve basis, which keeps all tickets in circulation to all potential buyers at legitimate prices, and fair competition.

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

Yes I agree that industry and government should put a stop to this practice of scalping.

It is pure greed. The organizers of events work out what a fair price is for an event, and still make a decent profit, and this is shared between organizers, promoters and performers.

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

Any group purchases of tickets -say more than a batch of 10, need to be flagged- so as to discourage bulk buyers on selling them. Ticket sales are generally all digital nowadays, so it wouldn't be difficult to track the history of how many times it was bought and sold, and for how much.

By capping the re-sale value to 10% of face value, would definitely discourage scalping. Any ticket sold at more than that should be cancelled. This will kill the black market. As a buyer, you risk buying a VOID ticket if you pay more than the 10%, and the seller risks having his tickets cancelled if charging too much