

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Wendy Tait

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

I was keen to purchase Eagle's tickets, started on the ticket master site and by the time i got to purchase and pay , with constant reminders that only 2 seats left, so many other people looking at these tickets. I certainly didn't want to miss out i saw the price was 190 above the ticket value. I was desperate to go i just brought them. Realizing later it was vivagogo

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

The company obviously have a very acute IT team that an make their web site override others

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

Not a such a easy rip off

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

Yes, to be clear

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

Yes, no chance of getting rip off for naive people

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

Yes, hopefully a law that can be enforced

Are there other solutions that would work well?