

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

## Name (full)

William Walsh

## 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

A few months ago we purchased 2 tickets for Ozzie Osborne's final tour sometime later Ozzie became too ill to participate ....Judas Priest took his place we emailed viagogo several times stating we weren't really interested in Judas Priest asking for a full refund they declined stating the concert was still taking place eventually they offered us a partial refund of \$120 a fraction of the \$630 purchase price there was then another battle of emails ....we contacted Fairgo who were great and our Bank in order to effect a chargeback claim for the payment. The issue has still not been resolved the bank agree with us but Viagogo now apparently have 95 days to appeal we find this very frustrating and totally unfair we ourselves will never use them again and think they should not be able to trade ....they are rip off merchants

## 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

They do not operate a fair business, indeed Ticetek and Ticketmaster offered full refunds for people with Ozzy Osbourne tickets

## 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

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

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

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

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