

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

## Name (full)

Zandra Turner

## Organisation (if applicable)

Pettigrew Green Arena

## Submitter category

Industry Group

## Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

## Please share your experiences, either positive or negative

Immense pressure on websites with a count down that pressures people into not reading the fine print and not realising fees that have been put in place that are well above what you would normally expect. Then no person to call and query the purchase, and relying on the honesty of people to send the tickets not only on time but not copied and sold to anyone else.

## 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

Its taking advantage of people and delivering a negative experience for the ticket purchasers. Ticket prices are set based on cost and the caliber of the event. Its unreasonable to allow some people to pay upwards of twice the price for the same ticket, and therefore experience, as someone else.

## Your views on the options, and the pros and cons

### Price cap on resale tickets:

Option B: Original sale price + 10%

### Why did you choose the option above? Please explain

Consider the 10% an admin fee. people shouldn't be aiming to make a profit, they should only be on-selling a item for as close to the original price as possible. 10% should also cover any selling costs however courier could be an additional charge.

### 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?

Yes, unfair advantage and will cause an event to sell out and ticket bots are not used by an individual purchaser.

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

yes the more people helping to regulate the industry the better.

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