Submission template

## Ticket reselling in New Zealand

### Instructions

This is the detailed submission template for the discussion document, *Ticket reselling in New Zealand*.

The Ministry of Business, Innovation and Employment (MBIE) seeks written submissions on the issues raised in the discussion document by 5pm on **18 April 2019**. Please make your submission as follows:

1. Fill out your name, organisation and submitter category in the table, “Your name, organisation and submitter category”.
2. Fill out your responses to the consultation document questions in the table, “Responses to discussion document questions”. Your submission may respond to any or all of the questions in the discussion document. Where possible, please include evidence to support your views, for example references to independent research, facts and figures, or relevant examples.
3. We also encourage your input on any other relevant issues in the “Other comments” section below the table.
4. MBIE intends to upload PDF copies of submissions received to MBIE’s website at [www.mbie.govt.nz](http://www.mbie.govt.nz). MBIE will consider you to have consented to uploading by making a submission, unless you clearly specify otherwise in your submission.
5. When sending your submission:
   1. Delete these first two pages of instructions.
   2. Include your e-mail address and telephone number in the e-mail or cover letter accompanying your submission – we may contact submitters directly if we require clarification of any matters in submissions.
   3. If your submission contains any confidential information:
      1. Please state this in the cover letter or e-mail accompanying your submission, and set out clearly which parts you consider should be withheld, together with the reasons for withholding the information. MBIE will take such objections into account and will consult with submitters when responding to any requests under the Official Information Act 1982.
      2. Indicate this on the front of your submission (e.g. the first page header may state “In Confidence”). Any confidential information should be clearly marked within the text of your submission (preferably as Microsoft Word comments).
      3. Please provide a separate version of your submission excluding the relevant information for publication on our website (unless you wish your submission to remain unpublished). If you do not wish your submission to be published, please clearly indicate this in the cover letter or e-mail accompanying your submission.

Please note that submissions are subject to the Official Information Act 1982.

1. Send your submission:

* as a Microsoft Word document to [consumer@mbie.govt.nz](https://mako.wd.govt.nz/otcsdav/nodes/79416204/consumer%40mbie.govt.nz) (preferred), or
* by mailing your submission to:

Competition & Consumer Policy  
Building, Resources and Markets  
Ministry of Business, Innovation & Employment  
PO Box 1473, Wellington 6140, New Zealand

Please direct any questions that you have in relation to the submissions process to [consumer@mbie.govt.nz](https://mako.wd.govt.nz/otcsdav/nodes/79416204/consumer%40mbie.govt.nz)

## Submission on discussion document: Consumer Credit Regulation Review

### Your name, organisation and submitter category

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | | |
| **Organisation** |  | | |
| **Submitter category** | ***Please circle/highlight one category:*** | | |
| Individual consumer | Consumer Group/Advocate | Business |
| Industry Group | Researcher/Academic |  |
| Other (please describe): | | |

### Responses to discussion document questions

### Overview of primary ticket market

|  |  |
| --- | --- |
|  | How is the ticket price for an event determined? Who has input into setting these prices? |
|  | *[Insert response here]* |
|  | What is the average proportion of event tickets that is released for general public sale (not reserved for industry insiders or pre-sale events for non-public groups)? |
|  | *[Insert response here]* |

### Overview of secondary ticket market

|  |  |
| --- | --- |
|  | Is there any available data on the size of the secondary ticket market in New Zealand that you could provide? For example, the average   * proportion of event tickets that end up on the secondary market * proportion of professional sellers operating on secondary markets and where they are operating from * proportion of resale tickets that are sold above the face value * fees charged per ticket by secondary markets for facilitating the resale transaction. |
|  | *[Insert response here]* |
|  | Do you think ‘ticket onsellers’ should be treated differently to ‘ticket scalpers’ in any options to address ticket reselling practices? |
|  | *[Insert response here]* |

### Key issues and policy objectives

|  |  |
| --- | --- |
|  | Do you agree with the issues and objectives we have identified for assessing potential options to address ticket reselling concerns? How significant are these issues? Please provide evidence where possible. |
|  | *[Insert response here]* |
|  | Do you have any concerns with the business practices or structures in the primary ticket market, or have these ticketing arrangements negatively impacted on you? Please provide evidence where possible. |
|  | *[Insert response here]* |
|  | Could greater competition in the primary ticket market (e.g. between ticketing agents) reduce problems in the secondary ticket market? What could be done to encourage more competition in the primary ticket market? |
|  | *[Insert response here]* |

### Option 1: Status quo

|  |  |
| --- | --- |
|  | How effective are the existing consumer protection laws in regards to ticket reselling practices? |
|  | *[Insert response here]* |
|  | Does the status quo achieve the policy objectives of reducing consumer harm? Are there any other benefits and costs associated with the status quo? |
|  | *[Insert response here]* |

### Option 2: Price cap on resale tickets

|  |  |
| --- | --- |
|  | If a price cap for resale tickets was introduced, which price cap option should be implemented? |
|  | *[Insert response here]* |
|  | How should the original sale price of resale tickets be verified? Who should be responsible for this? |
|  | *[Insert response here]* |
|  | What are the compliance costs that might be generated as a result of imposing a price cap? |
|  | *[Insert response here]* |
|  | Who is best placed to enforce a price cap? What is the level of resource required to enforce a price cap? |
|  | *[Insert response here]* |

### Option 3: Greater information disclosure requirements

|  |  |
| --- | --- |
|  | What types of ticketing information should be disclosed, and by whom? How should these disclosures be made? |
|  | *[Insert response here]* |
|  | How would any information disclosure requirements be enforced? Who should be responsible? |
|  | *[Insert response here]* |
|  | What type of compliance costs will be involved in order to comply with such information disclosure requirements? Please provide evidence where possible. |
|  | *[Insert response here]* |

### Option 4: Ban on ticket-buying bots

|  |  |
| --- | --- |
|  | How should a bot be defined? How can ticket-buying bot use be detected? What technologies are required to do this? |
|  | *[Insert response here]* |
|  | Who is best placed to enforce a ban on ticket-buying bots? What sort of penalties should apply for the use of ticket-buying bots? |
|  | *[Insert response here]* |

### Option 5: Joint industry-government initiatives

|  |  |
| --- | --- |
|  | How effective are existing industry-led initiatives in combatting ticket scalping practices? |
|  | *[Insert response here]* |
|  | Are there any other existing or future industry-led initiatives that address these concerns? Do you have any suggestions for improvements? |
|  | *[Insert response here]* |

### Any other comments

|  |  |
| --- | --- |
|  | We welcome any other comments that you may have. |
|  | *[Insert response here]* |