

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

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Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I know someone who has experienced a problem

Please share your experiences, either positive or negative

Viagogo used dishonest sales tactics saying there was only a small amount of tickets left which wasn't true and also put a timer on to even further pressure the sale. The face value was never mentioned nor were the service fees until the final part. After the sale Viagogo continually refused to answer questions about the seat number of the ticket, gave conflicting information and kept saying all tickets were guaranteed when many many people have been refused entry. They continually declined request for a refund even when they couldn't prove the tickets existed.

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 should have to abide by consumer laws

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

I think it is reasonable to sell tickets a little more than purchased but low enough it discourages scalpers making money off it

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?

Absolutely. The point of purchasing a ticket to an event is to enjoy it not to make money off it. Bots should not be able to buy tickets over people who actually wish to attend the event

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

Are there other solutions that would work well?

There should be consequences for scalpers who make huge profits. This is unfair for companies who put on these events and could affect them being able to produce more events and totally unfair to honest consumers.