

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?

No, I have never purchased resale tickets before

Please share your experiences, either positive or negative

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

There are too many stories of ticket rip offs, consumer and event organisers. The level of consumer protection is too low, and should be addressed.

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

The price of resold tickets should be capped at the original ticket price. Any fees should be restricted to reasonable transaction costs, such as recovering a fee charged by the resale site for listing the ticket. A reasonable fee should be no more than \$10.

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

Disclosure requirements for official ticket sellers

To improve transparency, official ticket sellers should be required to publish information on:

' the number of tickets available for general sale

- ' the capacity of the venue
- ' the number of tickets remaining
- ' the number of events in a tour.

Sites should be required to clearly state they're resellers and not the official ticket agent.

' Tickets listed for sale should show the original ticket price, the seat location and the contact details of the seller.

' Any fees charged by the resale site should be prominently displayed next to the ticket price.

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

The Fair Trading Act should be amended to ban ticket-buying bots. The Commerce Commission should be responsible for enforcing this ban. Penalties for breaches should be set at the maximum allowable under the act.

No one wins when ticket bots are involved.

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

Time and time again industry lead actions have failed to deliver. The government needs to deliver a robust solution.

Are there other solutions that would work well?