

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Jason Diaper

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

No, I had a positive experience

Please share your experiences, either positive or negative

I have bought and sold tickets on primary and secondary markets. I have never had a bad experience.

The issues consumers encounter with ticket purchases are usually a result of the consumer undertaking very little or no due diligence.

Any transaction for products or services of any kind carries some form of risk, the onus is on the parties making the transaction to carry out some basic due diligence on the other party.

Existing consumer and criminal legislation is adequate to cover incidents of intentional misrepresentation.

Your views on the issues

Are these problems serious enough to require changes to the law or industry practices?

No

Tell us what you think

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Your views on the options, and the pros and cons

Price cap on resale tickets:

I don't agree with a price cap

Why did you choose the option above? Please explain

I do not agree with price caps on tickets any more than I agree with price caps on cars, houses, plumbers or dentists. The market value of a product or service should be determined by the market, not an artificial cap.

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

More information will help consumers make an informed decision, this should be encouraged.

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

I believe all consumers should have fair and equal access to tickets on the primary open market.

Automated ticket bots are a barrier to fair and equal access and I would support a ban.

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

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Are there other solutions that would work well?