

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Lisa Clayton-Hicks

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

While I technically had a good experience because the ticket was valid it was also disappointing because I selected a ticket for the sold out Ed Sheeran concert at a massively inflated price and then at the end of transaction viagogo had added even more in extra "fees"; ticket cost approx twice original price

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

Re-sale tickets need to be sold thru the original seller, better systems need to weed out scalpers

Your views on the options, and the pros and cons

Price cap on resale tickets:

Option A: Face value + 10%, or Original sale price (whichever is lower)

Why did you choose the option above? Please explain

There needs to be less opportunity for scalpers to make a profit

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

Some assholes & con artists have ruined things

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

Completely agree, unfair advantage given to scalpers

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

Yes. Regulation is needed

Are there other solutions that would work well?