

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Noreen Inwood

Organisation (if applicable)

Submitter category

Individual consumer

Have you experienced problems with ticket resale?

Yes, I have personally experienced a problem

Please share your experiences, either positive or negative

3 separate times when purchasing on-line tickets I have found myself on Viagogo site and almost purchased the tickets via this site.

In all cases the tickets were more expensive than the Ticketek/ Ticketmaster sites.

There was a "hurry up-only 5 tickets left" which was incorrect when I rechecked on the correct site. I felt this was an unreasonable pressure to purchase.

In each case I had entered the ticketmaster/ticketek site on the search.

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

It is unfair that everyone does not have equal opportunity to purchase online tickets and that those skilled in computers can purchase tickets purely for resale purposes.

As a senior citizen, I feel significantly disadvantaged.

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

There needs to be a fair way of on-selling tickets necessitated by genuine circumstances not for exploitation

Overseas sites should be subject to NZ controls.

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

Unable to comment

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

Don't feel I know enough to comment

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

Yes. I prefer Govt doesn't get involved but I doubt the industry will self regulate without legislation.

Are there other solutions that would work well?