

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 have personally experienced a problem

Please share your experiences, either positive or negative

When unable to purchase tickets online as they had sold out within minutes of being opened to the public (and largely gone in pre-sales before the public even had access) I purchased tickets from viagogo. They were expensive, but we were able to attend the event. We had no guarantee right up until we entered the venue however.

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 obvious that the electronic ticket sales are able to be manipulated, there are so few tickets available to genuine purchasers and so many available for re-sale it cannot be explained any other way.

This does not seem to be a problem that the market is interested in solving.

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

It will constrain but not solve the problem of mass purchases by re-sellers.

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

Yes absolutely. When I bought from viagogo it was before the publicity (late 2017) and it looked like a genuine ticket seller, I was not aware they were re-sales. I did not know that I would not be protected by consumer law.

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

Yes absolutely, these are the mechanism which deny ordinary consumers the option of buying tickets straight from the promotor.

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

Not sure what might be included in this option.

Are there other solutions that would work well?

The role of the platforms - like viagogo, which enable resellers to reach the public - is an issue. These "disinterested" parties are enabling the mass resellers and profiting from the reselling industry, however are not providing any consumer protections or standards.