

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Terry Lamb

## 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

The problem I have with re-sale sites is that they usually have tickets for sale immediately after they go on sale from the original site, even when I have been unable to get through to buy them from the likes of ticket master.

## 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

I don't buy re-sale tickets but have been unable to buy through the original ticket sellers because they have sold out before I can get through (to their sale site) and yet re-sale tickets are already available. This suggests to me that somehow the re-sale sites are able to buy tickets in bulk before the general public can. I realise that if nobody bought from these sites they would collapse, sadly this seems unlikely. I have always believed, perhaps mistakenly, that ticket scalping was illegal. If it is not then my opinion is that it should be.

## 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

I think it is unethical for anybody to be profiting from the re-sale of event tickets, especially if said tickets have been bought with the intent of re-selling (for a profit). People that genuinely want to attend an event are often unable to purchase tickets through legitimate channels because all available tickets have been sold to re-selling agents. If someone buys tickets and subsequently finds they cannot attend, I believe it is reasonable for them to sell the tickets and recover their costs, therefore original price plus actual re-sale costs.

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

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

Yes. It would appear bots are how the general public are shut out of the buying queue.

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

Yes. I believe some legislative change will be necessary to solve this problem and that industry has to be on board and assist in seeing it work.

**Are there other solutions that would work well?**