

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?