

Submission in response to consultation on ticket reselling in New Zealand

Name (full)

Wilhelmina Sibley

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

Brought tickets though viagogo... being a first timer. Said it was an official site. Did not realize it was not. First option when opening up google to purchase tickets for Celine Dion in Auckland last year. Paid \$680. Did not get seat numbers. As flying to Auckland from ChCh. Brought more tickets through proper site Tickatek. After realizing they may be bogus. As we were committed after paying for flights and accommodation. When tickets arrived closer to show had different name on them.could not contact them in any media.

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

Block all unofficial sites. And resales.

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

Original price .. so no scams

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

Make it official and fare

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

Yes so cannot have unoffical site creep in

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

Do know this

Are there other solutions that would work well?

Only sales from NZ official sites ..fair and confidence in purchasing