

## Legislation Committee

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**From:** [REDACTED]  
**Sent:** Tuesday, 30 July 2019 11:32 AM  
**To:** Legislation Committee  
**Subject:** Submission RE Proposed Reforms to Resale Ticket Market

To whom it may concern

I am writing this submission in reference to the proposed reforms to the resale ticket market in Western Australia.

I travel frequently and enjoy attending events across Australia, including events in WA. To purchase tickets for these events from companies like Ticketek and Ticketmaster you have to be available online for the times that these events go on sale and I find it terribly difficult to purchase tickets at the inappropriate sale times (e.g. 9am on a Monday morning) that these types of companies set. On the times that I have taken time out of my busy schedule I am faced with long frustrating wait times via their websites and then to have the tickets that I would like to purchase no longer available or sold out.

Due to increasing frustration on trying to purchase tickets to events that I enjoy attending and supporting artists that I love, I have recently started using the service of an Aussie based Ticket Broker. I am consistently offered a high level of service by their team and most importantly I am able to buy tickets instantly, hassle free with no stress. I am a regular customer now and have introduced my friends to this service. We all agree that it can seem almost impossible to get tickets to events once they have been announced, so being able to use a ticket broker service that does all the hard work for me is fantastic!

It has been brought to my attention that the proposed reforms will affect this service and my ability to purchase tickets through a broker. As a consumer I believe it should be within my rights to be able to choose where I purchase my tickets from - the primary seller or a ticket broker via a secondary ticket market place. I know that tickets can be sold at a profit but I have also purchased tickets through my broker that have been under cost. If caps are placed on the sale of tickets this will destroy the Aussie small businesses that we should be supporting!

I have used international resale sites before with disastrous results (my tickets had been sold multiple times so I was unable to enter the venue). I fully trust the service my ticket broker provides and have had nothing but positive experiences. I understand that the proposed reform intentions are to protect consumers but it is my understanding that this legislation will have no hold on the big international companies reselling tickets and will only hurt the Australian owned ticket re seller companies.

I hope that you take my submission into account and appropriate measures are taken to improve the legislation being proposed.

Kind regards