

Dear Members of the Standing Committee on Legislation

Re: Ticket Scalping Bill 2018



As the Director of Let Go BnB Management, an Airbnb/Short Stay Accommodation Portfolio Management Company we have had recent experience with the Legislation Committee Inquiry into Short-Stay Accommodation.

I am personally a supporter of disruptive industries that can challenge traditional processes to provide competition and choice to incumbent industries to the benefit of consumers. Examples of these are Airbnb to the Hotel Industry, Uber to the Taxi Industry, and Ticket Brokers to Ticket Distribution.

As an Airbnb host we manage an extensive portfolio of properties where we cater on a daily basis to domestic and international tourists. As part of the service we provide to our guests, we also provide them concierge advice as to 'What's On in Perth'. Occasionally this request could include events where tickets are hard to come by or more premium seats in a good viewing spot that cannot be found on Ticketmaster or Ticketek. In these situations I would request the help of a local ticket broker to assist in providing advice and the tickets for our guest.

Occasionally there is the option to purchase official hospitality packages, however these are often overpriced and the average traveller to Western Australia cannot generally afford these and often prefers ticket only options without an overpriced hotel stay or dining package included.

The proposed legislation will mean less choice and competition for businesses and consumers that are searching for tickets, as placing a 10 percent cap on ticket prices will mean ticket brokers will cease to exist as it is no longer commercially viable to operate such a business.

Although we understand the intent of the legislation is to ensure those buying tickets are protected, providing less choice and forcing consumers to use unscrupulous sellers for events where tickets are hard to source appears to be an unintended consequence of this legislation.

As a hospitality provider in Western Australia, we hope you can make findings and recommendations which will improve the legislation for businesses, local consumers and for travellers visiting our state.

Yours sincerely,

S. Yarwood

Steve Yarwood
Let Go BnB Management
Founder

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