



# House of Representatives

General Assembly

**File No. 602**

January Session, 2025

Substitute House Bill No. 7182

*House of Representatives, April 8, 2025*

The Committee on General Law reported through REP. LEMAR of the 96th Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

## ***AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 53-289a of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective October 1, 2025*):

3 (a) As used in this section: [ "service charge"]

4 (1) "Entertainment event" includes, but is not limited to, an athletic  
5 competition, sporting event, concert, operatic performance or theatrical  
6 performance, but does not include a movie;

7 (2) "Entertainment venue" includes, but is not limited to, an arena,  
8 exhibition hall, performance hall, stadium or theater, but does not  
9 include a movie theater;

10 (3) "Person" means an individual, association, corporation, limited  
11 liability company, partnership, trust or other legal entity;

12 (4) "Service charge" means any additional fee or charge that is  
13 designated as an "administrative fee", "service fee" or "surcharge" or by  
14 using another substantially similar term;

15     (5) "Ticket reseller" means any person doing business in this state that  
16     (A) resells, or facilitates the resale of, a ticket to an entertainment event  
17     in the ordinary course of such person's business, and (B) derived at least  
18     five thousand dollars in gross revenues from the resale, or the  
19     facilitation of the resale, of tickets to entertainment events in the most  
20     recently completed fiscal year; and

21     (6) "Ticket seller" means any person doing business in this state that  
22     (A) sells, or facilitates the sale of, a ticket to an entertainment event in  
23     the ordinary course of such person's business, and (B) derived at least  
24     five thousand dollars in gross revenues from the sale, or the facilitation  
25     of the sale, of tickets to entertainment events in the most recently  
26     completed fiscal year.

27     (b) No [person] ticket seller or ticket reseller shall advertise the prices  
28     of tickets to any entertainment event for which a service charge is  
29     imposed, including, but not limited to, any [place of amusement, arena,  
30     stadium, theater, performance, sport, exhibition or athletic contest  
31     given] entertainment venue in this state [for] at which a service charge  
32     is imposed for the sale of a ticket at [the site of the event] such  
33     entertainment venue, without conspicuously disclosing in such  
34     advertisement, whether displayed at [the site of the event] such  
35     entertainment venue or elsewhere, the total price for each ticket and  
36     [what] which portion of each ticket price, stated in a dollar amount,  
37     represents a service charge.

38     (c) (1) If a price is charged for admission to [a place of] an  
39     entertainment venue, the operator of the [place of] entertainment venue  
40     shall print, endorse or otherwise disclose on the face of each ticket to an  
41     entertainment event at such [place of] entertainment [(1)] venue (A) the  
42     price established for such ticket, or [(2)] (B) if such operator, or such  
43     operator's agent, sells or resells such ticket, including at auction, the  
44     final price of such ticket.

45     (2) No operator of an entertainment venue, or agent of an operator of  
46     an entertainment venue, shall enter into an agreement with a ticket  
47     seller or ticket reseller that provides the ticket seller or ticket reseller

48 with the exclusive right to sell or resell tickets to entertainment events  
49 at the entertainment venue.

50 (d) (1) [Any person that] Each ticket seller or ticket reseller that  
51 advertises or facilitates the sale or resale of a ticket to an entertainment  
52 event shall (A) disclose the total price of such ticket, which total price  
53 shall include all service charges required to purchase such ticket, and  
54 (B) disclose, in a clear and conspicuous manner, to the purchaser of such  
55 ticket the portion of the total ticket price, expressed as a dollar amount,  
56 that is attributable to service charges charged to such purchaser for such  
57 ticket.

58 (2) The disclosures required under subdivision (1) of this subsection  
59 shall be displayed [in the ticket listing before the ticket is selected for  
60 purchase. The total ticket price] when the ticket is initially offered for  
61 sale or resale to purchasers and the displayed prices shall not increase  
62 during the period beginning when a ticket is [selected for purchase]  
63 initially offered for sale or resale to purchasers and ending when a ticket  
64 is purchased, except a reasonable service charge may be charged for  
65 delivery of a nonelectronic ticket if (A) such service charge is based on  
66 the delivery method selected by the ticket purchaser, and (B) such  
67 service charge is disclosed to such purchaser before such purchaser  
68 purchases such ticket.

69 (3) No disclosure required under this subsection shall be (A) false or  
70 misleading, (B) presented more prominently than the total ticket price,  
71 or (C) displayed in a font size that is as large or larger than the font size  
72 in which the total ticket price is displayed.

73 [(e) A movie shall not be deemed to constitute an entertainment event  
74 for the purposes of this section.]

75 (e) (1) Each ticket seller that sells, or ticket reseller that resells, a ticket  
76 to a live entertainment event shall (A) if the live entertainment event is  
77 cancelled, provide a refund to the purchaser (i) in an amount that is  
78 equal to the total price of such ticket, which total price shall include all  
79 service charges that were charged to purchase such ticket except for any

80 reasonable service charge that was charged for delivery of a  
 81 nonelectronic ticket, and (ii) not later than thirty days following  
 82 cancellation of such live entertainment event, and (B) disclose, in a clear  
 83 and conspicuous manner, to each purchaser of a ticket to the live  
 84 entertainment event that such purchaser is entitled to a refund in the  
 85 amount and within the thirty-day period set forth in subparagraph (A)  
 86 of this subdivision if such live entertainment event is cancelled.

87 (2) The disclosure required under subparagraph (B) of subdivision (1)  
 88 of this subsection shall be displayed to each purchaser of a ticket to a  
 89 live entertainment event before such purchaser purchases such ticket.

90 (f) The Commissioner of Consumer Protection may adopt  
 91 regulations, in accordance with the provisions of chapter 54, to  
 92 implement the provisions of this section.

93 (g) A violation of any provision of subsections (b) to (e), inclusive, of  
 94 this section shall constitute an unfair or deceptive act or practice in the  
 95 conduct of trade or commerce pursuant to subsection (a) of section 42-  
 96 110b.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2025	53-289a

**Statement of Legislative Commissioners:**

In Subsec. (d)(1), "Any [person] ticket" was changed to "[Any person that] Each ticket" for clarity; in Subsec. (e)(1)(A), "if the live entertainment event is cancelled," was added after "(A)" for clarity; and in Subsec. (g), "subsections (b) to (e), inclusive, of" was added before "this section" for consistency with standard drafting conventions.

**GL**            *Joint Favorable Subst.*

*The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.*

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**OFA Fiscal Note**

**State Impact:** None

**Municipal Impact:** None

**Explanation**

The bill makes various changes to operators selling entertainment event tickets and makes violations an unfair trade practice violation resulting in no fiscal impact to the state. The Department of Consumer Protection enforces unfair trade practice violations and has the resources and expertise to meet the requirements of the bill.

**The Out Years**

**State Impact:** None

**Municipal Impact:** None

**OLR Bill Analysis****sHB 7182*****AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.*****SUMMARY**

This bill makes numerous changes to the law requiring disclosure of the total ticket price to an entertainment event and the amount of any service charge. Specifically, the bill does the following:

1. limits these provisions by making them applicable only to ticket sellers and resellers (generally, those with at least \$5,000 in gross revenue from ticket sales or resales);
2. makes minor and technical changes to the types of tickets that are subject to these requirements;
3. adjusts when a price disclosure is required;
4. adjusts the time period when a ticket price may not increase;
5. prohibits an entertainment venue operator or its agent from entering an agreement with a ticket seller or reseller for the exclusive right to sell or resell tickets to entertainment events at the venue;
6. requires ticket sellers and resellers to refund the total price of a ticket to a live entertainment event that is cancelled;
7. allows the Department of Consumer Protection (DCP) to adopt regulations to implement its provisions; and
8. makes violations of the ticket sale and resale provisions a Connecticut Unfair Trade Practices Act (CUTPA) violation.

EFFECTIVE DATE: October 1, 2025

## **TICKET SELLERS AND RESELLERS**

The bill defines a “ticket seller” as an individual or entity doing business in the state that sells, or facilitates the sale, of entertainment event tickets in the ordinary course of business and has at least \$5,000 in gross revenue from these activities in the last fiscal year. A “ticket reseller” is similarly defined in relation to the resale of entertainment event tickets.

## **TICKETS**

Current law applies to tickets to an entertainment event, including a place of amusement, arena, stadium, theater, performance, sport, exhibition, or athletic contest, but not including movies. The bill instead applies to tickets to events including an athletic competition, sporting event, concert, operatic performance, or theatrical performance, other than a movie, including tickets to venues such as arenas, exhibition halls, performance halls, stadiums, and theaters other than movie theaters.

## **TICKET PRICE DISCLOSURE**

Generally, the law requires conspicuously disclosing in an advertisement of ticket prices the total price for each ticket and the dollar amount that represents a service charge (an administrative fee, service fee, surcharge, or another fee or charge using substantially similar terms). Individuals facilitating the sale or resale of a ticket must also disclose the total price, as well as the amount of any included service charges.

The bill limits these provisions by making them applicable only to ticket sellers and resellers, instead of any person, and the types of tickets described above.

The bill also requires the price disclosure be made when the ticket is initially offered for sale or resale, instead of when the ticket is selected for purchase.

Lastly, the law prohibits increasing a ticket price during a specified period of time. Currently, the total price cannot increase beginning

when a ticket is selected for purchase and until the ticket is purchased. The bill instead begins this period when the ticket is initially offered for sale or resale to purchasers.

### **LIVE EVENT TICKET REFUNDS**

For live entertainment events that are cancelled, the bill requires ticket sellers and resellers to refund purchasers their total ticket price within 30 days of the cancellation (excluding any reasonable service charge allowed by law for delivering a nonelectronic ticket). It requires ticket sellers and resellers to clearly and conspicuously disclose this refund requirement to purchasers of live entertainment event tickets before a purchase.

### **BACKGROUND**

#### ***CUTPA***

By law, CUTPA prohibits businesses from engaging in unfair and deceptive acts or practices. It allows the DCP commissioner, under specified procedures, to issue regulations defining an unfair trade practice, investigate complaints, issue cease and desist orders, order restitution in cases involving less than \$10,000, impose civil penalties of up to \$5,000, enter into consent agreements, ask the attorney general to seek injunctive relief, and accept voluntary statements of compliance. It also allows individuals to sue. Courts may issue restraining orders; award actual and punitive damages, costs, and reasonable attorney's fees; and impose civil penalties of up to \$5,000 for willful violations and up to \$25,000 for a restraining order violation.

#### ***Related Bills***

sHB 6858 (File 349), favorably reported by the General Law Committee, imposes certain requirements on ticket resellers for resale contracts and disclosures; prohibits anyone, except for a person acting on behalf of a venue, from using the name of an entertainment event or venue in a website name related to ticket sale or resale; and makes numerous changes to ticket price disclosure requirements.



**COMMITTEE ACTION**

General Law Committee

Joint Favorable Substitute

Yea    21    Nay   0    (03/21/2025)