



# House of Representatives

**File No. 935**

General Assembly

January Session, 2025

**(Reprint of File No. 602)**

Substitute House Bill No. 7182  
As Amended by House Amendment  
Schedule "A"

Approved by the Legislative Commissioner  
May 16, 2025

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

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

1       Section 1. (NEW) (*Effective October 1, 2025*) (a) As used in this section,  
2       "ticket reseller" means any person who advertises or facilitates the resale  
3       of any ticket to an entertainment event.

4       (b) (1) No ticket reseller shall enter into a contract with a purchaser  
5       for the resale of any ticket to an entertainment event, or accept from a  
6       purchaser any consideration as payment in full or as a deposit for the  
7       resale of any such ticket, unless the ticket reseller:

8       (A) Is in possession of such ticket;

9       (B) Has entered into a written contract (i) (I) with the person who is  
10      in possession of such ticket, or (II) with a person who has a contractual  
11      right to obtain such ticket from the person who is in possession of such  
12      ticket, and (ii) that entitles such ticket reseller to obtain such ticket from

13 a person described in subparagraph (B)(i) of this subdivision at a price  
14 specified in such written contract; or

15 (C) Discloses to the purchaser orally or in writing at the time such  
16 ticket reseller enters into such contract with such purchaser or accepts  
17 such consideration from such purchaser, whichever occurs first, that  
18 such ticket reseller (i) is not in possession of such ticket or has not  
19 entered into a written contract described in subparagraph (B) of this  
20 subdivision, and (ii) may not be able to supply such ticket to such  
21 purchaser at the contracted price or within the contracted price range.

22 (2) If a ticket reseller makes the disclosure described in subparagraph  
23 (C) of subdivision (1) of this subsection to a purchaser in oral form, the  
24 ticket reseller shall provide such disclosure to the purchaser in written  
25 form not later than two business days after such ticket reseller made  
26 such disclosure to such purchaser in oral form.

27 (c) (1) Nothing in subsection (b) of this section shall be construed to  
28 prohibit a ticket reseller from accepting a deposit from a prospective  
29 purchaser of a ticket to an entertainment event as part of a contract that  
30 requires the ticket reseller to make best efforts to obtain a ticket to the  
31 entertainment event for the prospective purchaser at a price or within a  
32 price range, and by a time specified, in the contract, provided the ticket  
33 reseller discloses to the prospective purchaser orally or in writing at the  
34 time such ticket reseller enters into such contract with such prospective  
35 purchaser or accepts such deposit from such prospective purchaser,  
36 whichever occurs first, that such ticket reseller:

37 (A) Is not in possession of the ticket desired by such prospective  
38 purchaser or has not entered into a written contract (i) (I) with a person  
39 who is in possession of such ticket, or (II) with a person who has a  
40 contractual right to obtain such ticket from the person who is in  
41 possession of such ticket, and (ii) that entitles such ticket reseller to  
42 obtain such ticket from a person described in subparagraph (A)(i) of this  
43 subdivision at a price specified in such written contract; and

44 (B) May not be able to supply such ticket to such prospective

45 purchaser at the contracted price or within the contracted price range.

46 (2) If a ticket reseller makes the disclosure required under subdivision  
47 (1) of this subsection to a prospective purchaser in oral form, the ticket  
48 reseller shall provide such disclosure to the prospective purchaser in  
49 written form not later than two business days after such ticket reseller  
50 made such disclosure to such prospective purchaser in oral form.

51 (d) A violation of any provision of subsection (b) or (c) of this section  
52 shall constitute an unfair or deceptive act or practice in the conduct of  
53 trade or commerce pursuant to subsection (a) of section 42-110b of the  
54 general statutes.

55 Sec. 2. (NEW) (*Effective October 1, 2025*) (a) (1) Except as provided in  
56 subdivision (2) of this subsection, no person shall advertise or facilitate  
57 the sale or resale of any ticket to an entertainment event by way of an  
58 Internet web site if the Internet domain of such Internet web site, or any  
59 Internet subdomain of such Internet web site, contains:

60 (A) The name of the venue for such entertainment event;

61 (B) The name of the entertainment event, including, but not limited  
62 to, the name of any individual or group scheduled to perform or  
63 appear at such entertainment event; or

64 (C) Any name that is substantially similar to a name described in  
65 subparagraph (A) or (B) of this subdivision.

66 (2) The provisions of subdivision (1) of this subsection shall not be  
67 construed to apply to any person who is acting on behalf of the venue  
68 for the entertainment event.

69 (b) A violation of any provision of subsection (a) of this section shall  
70 constitute an unfair or deceptive act or practice in the conduct of trade  
71 or commerce pursuant to subsection (a) of section 42-110b of the general  
72 statutes.

73 Sec. 3. Section 53-289a of the general statutes is repealed and the

74 following is substituted in lieu thereof (*Effective October 1, 2025*):

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

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

79 (2) "Entertainment venue" includes, but is not limited to, an arena,  
80 exhibition hall, performance hall, place of amusement, stadium or  
81 theater, but does not include a movie theater;

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

84 (4) "Service charge" means any additional fee or charge that is  
85 designated as an "administrative fee", "service fee" or "surcharge" or by  
86 using another substantially similar term.

87 (b) No person shall advertise the prices of tickets to any  
88 entertainment event for which a service charge is imposed, including,  
89 but not limited to, any [place of amusement, arena, stadium, theater,  
90 performance, sport, exhibition or athletic contest given] entertainment  
91 venue in this state [for] at which a service charge is imposed for the sale  
92 of a ticket at [the site of the event] such entertainment venue, without  
93 conspicuously disclosing in such advertisement, whether displayed at  
94 [the site of the event] such entertainment venue or elsewhere, the total  
95 price for each ticket and [what] which portion of each ticket price, stated  
96 in a dollar amount, represents a service charge.

97 (c) If a price is charged for admission to [a place of] an entertainment  
98 venue, the operator of the [place of] entertainment venue shall print,  
99 endorse or otherwise disclose on the face of each ticket to an  
100 entertainment event at such [place of] entertainment venue (1) the price  
101 established for such ticket, or (2) if such operator, or such operator's  
102 agent, sells or resells such ticket, including at auction, the final price of  
103 such ticket.

104 (d) (1) Any person that advertises or facilitates the sale or resale of a  
105 ticket to an entertainment event shall (A) disclose the total price of such  
106 ticket, which total price shall include all service charges required to  
107 purchase such ticket, and (B) disclose, in a clear and conspicuous  
108 manner, to the purchaser of such ticket the portion of the total ticket  
109 price, expressed as a dollar amount, that is attributable to service  
110 charges charged to such purchaser for such ticket.

111 (2) Any person that advertises or facilitates the resale of a ticket to an  
112 entertainment event via an Internet web site or online technology  
113 platform, the primary purpose of which is to facilitate resales of such  
114 tickets, shall disclose, in a clear and conspicuous manner, that the ticket  
115 is a resale ticket that may be offered at a price that differs from the price  
116 of a ticket to an entertainment event that is offered or sold by the  
117 presenter of the entertainment event.

118 [(2)] (3) (A) The disclosures required under [subdivision]  
119 subdivisions (1) and (2) of this subsection shall be displayed [in the  
120 ticket listing before the ticket is selected for purchase. The total ticket  
121 price] when the ticket is initially offered for sale or resale to a purchaser,  
122 and the displayed price shall not increase during the period beginning  
123 when [a] the ticket is [selected for purchase] initially offered for sale or  
124 resale to a purchaser and ending when [a] the ticket is purchased, except  
125 a reasonable service charge may be charged for delivery of a  
126 nonelectronic ticket if [(A)] (i) such service charge is based on the  
127 delivery method selected by the ticket purchaser, and [(B)] (ii) such  
128 service charge is disclosed to such purchaser before such purchaser  
129 purchases such ticket.

130 (B) Nothing in subparagraph (A) of this subdivision shall be  
131 construed to prohibit (i) any change in the price of a ticket after a  
132 purchaser's transaction period has timed out if the purchaser has not yet  
133 purchased the ticket, or (ii) the use of a dynamic pricing model,  
134 provided the ticket price does not increase during the period beginning  
135 when the ticket is initially offered to the purchaser and ending when the  
136 purchaser completes the ticket purchasing process or the purchaser's

137 transaction period has timed out, whichever occurs first.

138 [(3)] (4) No disclosure required under this subsection shall be (A)  
139 false or misleading, (B) presented more prominently than the total ticket  
140 price, or (C) displayed in a font size that is as large or larger than the  
141 font size in which the total ticket price is displayed.

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

144 (e) (1) Each person that sells or resells a ticket to a live entertainment  
145 event shall (A) if the live entertainment event is cancelled, provide a  
146 refund to the purchaser (i) in an amount that is equal to the total price  
147 of such ticket, which total price shall include all service charges that  
148 were charged to purchase such ticket except for any reasonable service  
149 charge that was charged for delivery of a nonelectronic ticket, and (ii)  
150 not later than thirty days following cancellation of such live  
151 entertainment event, and (B) disclose, in a clear and conspicuous  
152 manner, to each purchaser of a ticket to the live entertainment event that  
153 such purchaser is entitled to a refund in the amount and within the  
154 thirty-day period set forth in subparagraph (A) of this subdivision if  
155 such live entertainment event is cancelled.

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

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

162 (g) A violation of any provision of subsections (b) to (e), inclusive, of  
163 this section shall constitute an unfair or deceptive act or practice in the  
164 conduct of trade or commerce pursuant to subsection (a) of section 42-  
165 110b.

This act shall take effect as follows and shall amend the following sections:		
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Section 1	<i>October 1, 2025</i>	New section
Sec. 2	<i>October 1, 2025</i>	New section
Sec. 3	<i>October 1, 2025</i>	53-289a

*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.

House "A" strikes the underlying bill and its associated fiscal impact resulting in the impact described above.

### **The Out Years**

**State Impact:** None

**Municipal Impact:** None

*The preceding Fiscal Impact statement is prepared for the benefit of the members of the General Assembly, solely for the purposes of information, summarization and explanation and does 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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**OLR Bill Analysis****sHB 7182 (as amended by House "A")\******AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.*****SUMMARY**

This bill makes numerous changes related to entertainment event ticketing.

Regarding contracts with ticket resellers, the bill:

1. prohibits a ticket reseller from entering a contract or accepting any payment from a ticket purchaser unless the reseller (a) has the ticket, (b) has a contract to get the ticket, or (c) discloses to the purchaser that the reseller does not have the ticket or a contract to get it and may not be able to get it at a price or within a price range set in the contract with the purchaser; and
2. permits contracts requiring a reseller to make best efforts to get a ticket at a price or within a price range by a specified time if the reseller makes similar disclosures.

Regarding disclosure of the total ticket price to an entertainment event and the amount of any service charge, the bill:

1. makes minor and technical changes to the types of tickets that are subject to these requirements;
2. adjusts the timing of when a price disclosure is required;
3. adjusts the time period when a ticket price may not increase;
4. requires ticket sellers and resellers to refund the total price of a ticket to a live entertainment event that is cancelled;

5. allows the Department of Consumer Protection (DCP) to adopt regulations to implement these provisions; and
6. makes violations of these provisions a Connecticut Unfair Trade Practices Act (CUTPA) violation.

The bill also prohibits anyone who is not acting on behalf of an entertainment event venue from advertising or facilitating the sale or resale of entertainment event tickets on a website domain or subdomain that contains the venue's or event's name, or a substantially similar name.

\*House Amendment "A" adds the provisions on ticket resale contracts and websites with domains and subdomains using venue and event names and changes the ticket disclosure and price change provisions by (1) removing provisions that limited their application to certain ticket sellers and resellers and prohibited venue operators from entering exclusive agreements with ticket sellers or resellers and (2) adding provisions on disclosing that a ticket is for resale, dynamic pricing, and timing out of transactions.

EFFECTIVE DATE: October 1, 2025

## **§ 1 — ENTERTAINMENT EVENT TICKET RESELLER CONTRACTS**

The bill prohibits a ticket reseller (a person who advertises or facilitates resale of an entertainment event ticket) from entering contracts with, or accepting consideration as full payment or a deposit from, a purchaser unless the reseller:

1. has the ticket;
2. has entered a written contract (a) with a person who has the ticket or has a contractual right to get the ticket from the person who has the ticket and (b) that entitles the reseller to get the ticket at the price specified in the contract; or
3. at the time of entering the contract with the purchaser or

accepting consideration, whichever is earlier, discloses to the purchaser that the reseller does not have the ticket or a written contract to get the ticket as described above and may not be able to provide the ticket at the price or price range set in the reseller's contract with the purchaser.

The bill does not prevent a reseller from accepting a deposit for an entertainment event ticket under a contract requiring the reseller to make best efforts to get the ticket at a price or within a price range by a specified time if the reseller discloses, at the earlier of the time of entering the contract or accepting the deposit, that the reseller:

1. does not have the ticket or a written contract (a) with a person who has the ticket or a contractual right to get the ticket from the person who has the ticket and (b) that entitles the reseller to get the ticket from that person at the price specified in the contract and
2. may not be able to provide the ticket at the price or price range set in the contract.

For both of the disclosures described above, if the reseller makes the disclosure orally, the reseller must also give the purchaser a written disclosure within two days of the oral disclosure.

The bill makes a violation of these provisions a CUTPA violation.

## **§ 2 — WEBSITES USED BY ENTERTAINMENT EVENT TICKET SELLERS AND RESELLERS**

The bill prohibits anyone, other than a person acting on behalf of an entertainment event venue, from advertising or facilitating the sale or resale of an entertainment event ticket on a website with a domain or subdomain that contains:

1. the entertainment event venue's name;
2. the entertainment event's name, such as the name of the person or group performing or appearing at the event; or

3. a name substantially similar to the venue's or event's name.

The bill makes a violation of these provisions a CUTPA violation.

### **§ 3 —TICKET PRICE DISCLOSURES AND PRICE CHANGES**

#### ***Price Disclosure and Price Increases***

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 other fee or charge using substantially similar terms). Individuals and entities 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 also requires that the price disclosure be made when the ticket is initially offered for sale or resale to a purchaser, 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 a purchaser.

#### ***Price Changes***

The bill does not prohibit a ticket price change after a person times out of a transaction without making a purchase. It also does not prohibit dynamic pricing, as long as the price does not increase after the ticket is initially offered to the purchaser and before the person makes a purchase or times out of the transaction, whichever occurs first.

#### ***Disclosure that Ticket is for Resale***

The bill requires anyone that advertises or facilitates the resale of an entertainment event ticket on a website or online platform primarily intended for reselling these tickets to clearly and conspicuously disclose that the ticket is being resold and its price may differ from the price of

the ticket from the event presenter.

The bill requires this disclosure when the ticket is initially offered for sale to a purchaser and the price cannot increase after the initial offer and until the ticket is purchased. As under existing law, a reasonable service charge is allowed for delivery of a nonelectronic ticket.

### ***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.

### ***Federal Regulation***

As of May 12, 2025, a federal regulation makes it an unfair and deceptive practice to offer, display, or advertise the price of a live event ticket or short-term lodging without clearly and conspicuously disclosing the total price. The total price includes all fees, charges, and required ancillary goods or services, but does not include government

charges, shipping charges, and optional ancillary goods or services.

The federal regulation does not affect state law except to the extent a state law is inconsistent. A state law is not inconsistent if it provides greater consumer protections (16 C.F.R. 464).

***Related Bill***

sHB 6858 (File 349), favorably reported by the General Law Committee, contains similar provisions on ticket resale contracts, websites used by ticket sellers, and ticket price disclosures.

**COMMITTEE ACTION**

General Law Committee

Joint Favorable Substitute

Yea 21 Nay 0 (03/21/2025)