



General Assembly

January Session, 2025

***Raised Bill No. 7182***

LCO No. 5670



Referred to Committee on GENERAL LAW

Introduced by:  
(GL)

***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 Section 53-289a of the general statutes is repealed and the  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  
16 who resells, or facilitates the resale of, any ticket to an entertainment  
17 event; and

18 (6) "Ticket seller" means any person doing business in this state who  
19 sells, or facilitates the sale of, any ticket to an entertainment event.

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

31 (c) (1) If a price is charged for admission to [a place of] an  
32 entertainment venue, the operator of the [place of] entertainment venue  
33 shall print, endorse or otherwise disclose on the face of each ticket to an  
34 entertainment event at such [place of] entertainment [(1)] venue (A) the  
35 price established for such ticket, or [(2)] (B) if such operator, or such  
36 operator's agent, sells or resells such ticket, including at auction, the  
37 final price of such ticket.

38 (2) No operator of an entertainment venue, or agent of an operator of  
39 an entertainment venue, shall enter into an agreement with a ticket  
40 reseller that provides the ticket reseller with the exclusive right to resell  
41 tickets to entertainment events at the entertainment venue.

42 (d) (1) Any [person] ticket seller or ticket reseller that advertises or  
43 facilitates the sale or resale of a ticket to an entertainment event shall (A)

44 disclose the total price of such ticket, which total price shall include all  
45 service charges required to purchase such ticket, and (B) disclose, in a  
46 clear and conspicuous manner, to the purchaser of such ticket the  
47 portion of the total ticket price, expressed as a dollar amount, that is  
48 attributable to service charges charged to such purchaser for such ticket.

49 (2) The disclosures required under subdivision (1) of this subsection  
50 shall be displayed [in the ticket listing before the ticket is selected for  
51 purchase. The total ticket price] when the ticket is initially offered for  
52 sale to purchasers and the displayed prices shall not increase during the  
53 period beginning when a ticket is [selected for purchase] initially offered  
54 for sale to purchasers and ending when a ticket is purchased, except a  
55 reasonable service charge may be charged for delivery of a  
56 nonelectronic ticket if (A) such service charge is based on the delivery  
57 method selected by the ticket purchaser, and (B) such service charge is  
58 disclosed to such purchaser before such purchaser purchases such  
59 ticket.

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

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

66 (e) (1) Each ticket reseller that resells a ticket to a live entertainment  
67 event shall (A) provide a refund to the purchaser (i) in an amount that  
68 is equal to the total price of such ticket, which total price shall include  
69 all service charges that were charged to purchase such ticket except for  
70 any reasonable service charge that was charged for delivery of a  
71 nonelectronic ticket, and (ii) not later than thirty days following  
72 cancellation of such live entertainment event, and (B) disclose, in a clear  
73 and conspicuous manner, to each purchaser of a ticket to the live  
74 entertainment event that such purchaser is entitled to a refund in the

75 amount and within the thirty-day period set forth in subparagraph (A)  
76 of this subdivision if such live entertainment event is cancelled.

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

80 (f) No ticket reseller shall advertise or resell a ticket to an  
81 entertainment event at a total price that exceeds one hundred twenty-  
82 five per cent of the price that was printed, endorsed or otherwise  
83 disclosed on the face of the ticket at the time such ticket was first sold.  
84 Such total price shall include all service charges that were charged to  
85 purchase such ticket, except for any reasonable service charge that was  
86 charged for delivery of a nonelectronic ticket.

87 (g) The Commissioner of Consumer Protection may adopt  
88 regulations, in accordance with the provisions of chapter 54, to  
89 implement the provisions of this section.

90 (h) A violation of any provision of this section shall constitute an  
91 unfair or deceptive act or practice in the conduct of trade or commerce  
92 pursuant to subsection (a) of section 42-110b.

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

**Statement of Purpose:**

To (1) define various terms concerning tickets to entertainment events, (2) prohibit entertainment venue operators from entering into exclusivity agreements with ticket resellers, (3) modify various provisions concerning ticket price and service charge disclosures, (4) require ticket resellers to provide refunds for cancelled live entertainment events, (5) establish a maximum ticket resale price, and (6) provide that certain conduct concerning tickets to entertainment events shall constitute an unfair or deceptive trade practice.

***[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]***