



General Assembly

## ***Substitute Bill No. 7182***

*January Session, 2025*



### ***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 Section 53-289a of the general statutes is repealed and the  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.*