



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 Section 53-289a of the general statutes is repealed and the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