
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)