

General Law Committee JOINT FAVORABLE REPORT

Bill No: HB-5125 / [Bill Status](#) / [Public Hearing Testimony](#)

Title: AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.

Vote Date: 3/11/2026

Vote Action: Joint Favorable Substitute

PH Date: 2/18/2026

File No.:

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SPONSORS OF BILL

General Law Committee in cooperation with the Office of the Attorney General

REASONS FOR BILL

Raised Bill 5125 intends to protect Connecticut consumers from unfair and deceptive practices related to event ticket sales and resales. It is the same bill that passed the House in 2025 with unanimous support ([2025 HB 7182](#)). Attorney General Tong's [written testimony](#) provides a detailed outline of the reasons for the bill.

SUBSTITUTE LANGUAGE

The substitute language (LCO 2958) responds to concerns raised in public hearing testimony and during the committee process. It adds "place of amusement" to the definition of "event ticket" and removes a portion of the original language regarding speculative ticket sales.

RESPONSE FROM ADMINISTRATION/AGENCY

[Attorney General William Tong](#) offered testimony in support of HB 5125, which he notes is the same bill that passed out of the House in 2025 (HB 7182). He characterizes the bill as an expansion of the legislature's 2023 efforts to require all-in ticket pricing disclosures.

Section 1 intends to protect consumers from unknowingly buying "tickets" that do not yet exist. It requires sellers to clearly disclose when they are engaging in these speculative ticket sales.

Section 2 prohibits the use of deceptive URLs that trick consumers into thinking they are buying tickets from a venue. It is a response to stories reported to Attorney General Tong's office of individuals buying expensive tickets from fake websites, only to find out that they do not actually have a "real" ticket to the show.

Section 3 intends to close a loophole in the 2023 law by requiring that sellers advertise the ticket's full price (including fees) from the moment the ticket is offered. Existing law only requires the price to be displayed once the consumer selects the seat. It also aims to increase transparency by requiring resellers to disclose that a ticket is a resale ticket and that it may be offered at a different price than originally sold.

Requested amendments: (Proposed substitute language included in written testimony)

- Add "admission to a place of amusement" to the definition of entertainment event.
- Require resellers to disclose the ticket's original price, not just that it is a resold ticket.

NATURE AND SOURCES OF SUPPORT

UConn–Neal Eskin, Associate Director of Athletics—UConn offered spoken and written testimony in support of HB 5125 because it advances critical consumer protections. They appreciate that the bill tightens up requirements regarding clear all-in pricing and guarantees refunds for canceled events. UConn characterizes the amendments from last session as "thoughtful."

Requested amendments:

- Amend lines 97-103, which require the venue operator to "print, endorse, or otherwise disclose on the face of each ticket" either the established price or final price. UConn argues that this requirement presents operational challenges to venue operators.

Stubhub–Joseph Garba, Senior Manager, Government Relations—Stubhub testified in general support of the bill's intent to provide fan protections, and it offered technical amendments with the intent of improving compliance with the bill's provisions:

Requested amendments: (Select substitute language included in written testimony)

- Clarify the definition of "ticket reseller" to be the person who actually resells or offers the ticket for resale.
- Broaden the standard for ticket possession to include "constructive possession" or a contractual right to obtain a ticket. This would address situations such as delivery delays or season ticket holders not yet having an actual ticket to a game.
- "Clarify the technical arrangement between the buyer and seller of a live event ticket."

GENERAL COMMENTS

Sports Fans Coalition, Chris VanDeHoef, Board Member—Sports Fans Coalition offered spoken and written comments regarding HB 5125. VanDeHoef writes to offer general support of many of the bill's consumer protections, including its all-in pricing mandates, prohibitions on deceptive websites, and refund guarantees.

Requested amendments

- Align the bill's all-in ticket pricing requirements with standards established by the Federal Trade Commission and TICKET Act. "All-in pricing should present **one total price** throughout the entire purchase process, with an itemized breakdown available **only at the end** of the transaction."

Garde Arts Center, Steve Sigel, Director– Sigel offered written comments expressing general support for the bill’s efforts to strengthen consumer protections, and his testimony urges the committee to make specific changes to prevent “speculative manipulation.” To illustrate the need for such protections, he offers the example of a recent educational show at the Garde that was priced at \$15 per student but offered on StubHub’s resale platform for \$1035 per ticket. Sigel primarily objects to the bill’s provisions in Section 1(c) regarding speculative ticket sales, arguing that it allows resellers to legally accept payment for tickets they do not yet possess.

Requested amendments

- Remove Section 1(c) so that resellers can only accept payment unless they possess the ticket or have a binding contract guaranteeing supply at a specified price.
- Require clear disclosure of the ticket’s face value, along with a separate line-item disclosure of the reseller’s markup and service fees.
- Prohibit unsubstantiated scarcity or urgency claims.
- Consider restricting broker purchases during the initial on-sale period.

Eleta Jones–Jones submitted written testimony in strong support of HB 5125’s provision requiring clear disclosure when a ticket is a resale ticket. Her testimony shares a personal account of being scammed by a reseller who operated a site mimicking the official Bushnell site. Jones was upset to learn that she paid the reseller more than twice what she would have paid if she had purchased tickets directly from the venue.

NATURE AND SOURCES OF OPPOSITION

Connecticut Arts Alliance, Rufus de Rham, Interim Executive Director–De Rham offered spoken testimony to HB 5125 as currently drafted, with a focus on the “conciierge” loophole in lines 9-54. He explained that predatory practices forced his venue, the Warner Theatre, to hire security guards to handle the “rightful anger” of duped patrons. He urged the committee to strike lines 9-54 and pass the rest of the bill.

Requested amendments:

- Strike lines 9-54. Remove the “conciierge/seat saver” provisions and ban speculative ticketing without exception.
- Implement a 10% price cap on ticket resales to protect residents from price gouging.

Shubert Theatre, Anthony McDonald, Executive Director–McDonald offered spoken and written testimony in opposition to HB 5125 as written, with his primary objections focused on lines 9-54. McDonald expresses appreciation for several of the bill’s enhanced consumer protections that target unfair or deceptive ticketing practices. However, he argues that the language explicitly legalizes speculative ticketing through its “conciierge” or “best efforts” carveout in lines 9-54. McDonald explains that these practices place a high operational burden on theatre staff, who have to handle patrons who have been charged excessive prices by third parties.

Requested amendments

- Strike lines 9-54 to eliminate speculative ticketing.
- If the section remains:
 - Require face-value disclosure

- Mandate that concierge/service fee or markup is listed as a separate line item
- Include a plain statement that the reseller does not currently own the ticket
- Ban deceptive claims of scarcity.

The Bushnell Center for the Performing Arts, Brandon Baker (Senior Director, Sales and Ticketing) and [David Fay \(President and CEO\)](#)--Baker offered spoken testimony and Fay submitted written testimony that expressed support for the intent of HB 5125 but opposed it in its current form. Their objections focused on the “best efforts” or “concierge service” carveout in lines 9-54. Both argued that allowing for speculative ticketing would nullify existing consumer protections because, “In the overwhelming majority of consumer complaints, the patron is not objecting to fees. They are objecting to being unknowingly steered into paying multiples of face value while primary tickets are still available.”

Requested amendments

- Eliminate speculative ticketing in any and all forms. (Strike lines 9-54)
- Require resellers to disclose the original face value so buyers understand the true level of markup.

[Klein Memorial Auditorium–Laurence Caso, Executive Director](#)--Caso spoke and wrote to oppose HB 5125 as written, with his primary objections focused on the “concierge” or “seat saver” loophole in lines 9-54. He praised the ban on deceptive URLs but reported tracking hundreds of “bogus transactions” in which resellers used fake names and addresses to sell tickets they did not yet own, and at “grossly inflated” prices.

Requested amendments

- Remove Section 1, lines 9-54.

[Fan Alliance–Donald Cohen, Executive Director](#)--Cohen submitted written testimony in opposition to HB 5125 in its current form. Although the organization supports the bill’s ban on deceptive URLs and fake ticketing websites, it objects to the bill’s “concierge” or “seat saver” loophole.

Requested amendments

- Remove Section 1, lines 9-54.

[National Independent Venue Association \(NIVA\)--Kendall Gilvar, Strategic Communications and Project Manager](#)--NIVA offered written and spoken testimony in opposition to HB 5125 as written. The organization supports the bill’s ban on deceptive URLs and its transparency provisions. However, Gilvar testified that the carve-out in lines 9-54 would allow scalpers to continue operating as they do today. She urged Connecticut not to “fall behind” in consumer protection by codifying deception through disclosure. Gilvar’s written testimony makes the claim that the live music and performing arts industry in Connecticut would support the bill if it removed the carve-out for speculative ticketing. Attached to the testimony are screenshots of comments from consumers who expressed disappointment and frustration with concierge ticketing.

Requested amendments

- Remove lines 9-54.
- Consider adding a resale price cap.

Music Artists Coalition (MAC), Ron Gubitz, Executive Director—MAC submitted testimony in opposition to HB 5125 as written. The organization expresses its support for the bill’s provisions banning deceptive URLs and promoting increased transparency. However, Gubitz argues that the bill “effectively legalizes speculative ticketing with a warning label.”

Requested amendments

- Adopt a clean ban on speculative ticketing where resellers may not sell tickets they do not actually possess.

New Haven Center for Performing Arts, Keith Mahler—Although Mahler supports the bill’s ban on deceptive URLs and fake ticketing websites, he opposes the bill as currently drafted because of its “concierge/seat saver/ best efforts” loophole in Section 1, lines 9-54. He cites an example of fans being defrauded by speculative ticketing sites and notes that such events are common at his venues.

Katharine Hepburn Cultural Arts Center—Robin Andreoli, Staff; Michael Gatta, Box Office Manager

Ridgefield Playhouse—Ashley Paltauf, Executive Director; Rebecca Sawtelle, Board Member; Michael Shinall, Board President

Whitney Players—Jackie Downing, volunteer

Stamford Center for the Arts—Michael Moran, President and CEO

Music Managers Forum-US (MMF-US)—Sharon Tapper, Executive Director

The above individuals submitted testimony that contained substantial passages of identical text in opposition to HB 5125 as written. They express appreciation for the committee’s efforts to address broken ticketing practices, and they support the bill’s ban on deceptive URLs and fake ticketing sites. However, they characterize lines 9-54 as a “massive loophole” that allows scalpers to continue to defraud consumers. These individuals would like the other sections of the bill to pass.

Requested amendments

- Remove lines 9-54.
- Consider adding a price resale cap.

Katharine Hepburn Cultural Arts Center—Brett Elliott, Executive Director

This written testimony makes the same central points as the testimony above but adds a narrative illustrating how customers and nonprofit venues are harmed by fraudulent ticketing practices.

Requested amendments

- Remove lines 9-54.
- Consider adding a price resale cap.

Reported by: Betsy Francolino

Date: March 16, 2026