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## **OLR Bill Analysis**

### **sHB 5125**

#### ***AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.***

#### **SUMMARY**

This bill makes numerous changes related to entertainment event ticketing.

Regarding contracts with ticket resellers, the bill:

1. prohibits a ticket reseller from entering a contract or accepting any payment from a ticket purchaser unless the reseller has the ticket or a contract to get the ticket and
2. allows contracts requiring a reseller to make best efforts to get a ticket at a price or within a price range by a specified time if the reseller makes certain disclosures.

Regarding disclosure of the total ticket price to an event and the amount of any service charge, the bill:

1. makes minor and technical changes to the types of tickets that are subject to these requirements,
2. adjusts the timing of when a price disclosure is required,
3. adjusts the time period when a ticket price may not increase,
4. requires ticket sellers and resellers to refund the total price of a ticket to a live event that is cancelled, and
5. allows the Department of Consumer Protection (DCP) to adopt regulations to implement these provisions.

The bill also prohibits anyone who is not acting on behalf of an entertainment event venue from advertising or facilitating the sale or

resale of entertainment event tickets on a website domain or subdomain that contains the venue's or event's name, or a substantially similar name.

The bill makes violations of these provisions a Connecticut Unfair Trade Practices Act (CUTPA) violation.

EFFECTIVE DATE: October 1, 2026

### **§ 1 — ENTERTAINMENT EVENT TICKET RESELLER CONTRACTS**

The bill prohibits a ticket reseller (a person who advertises or facilitates resale of an entertainment event ticket) from entering contracts with, or accepting consideration as full payment or a deposit from, a purchaser unless the reseller either has the ticket or entered a written contract (1) with a person who has the ticket or has a contractual right to get the ticket from the person who has the ticket and (2) that entitles the reseller to get the ticket at the price specified in the contract.

The bill specifies that it does not prevent a reseller from accepting a deposit for a ticket under a contract requiring the reseller to make best efforts to get the ticket at a price or within a price range by a specified time. However, the reseller must disclose, at the earlier of the time of entering the contract or accepting the deposit, that the reseller:

1. does not have the ticket or a written contract (a) with a person who has the ticket or a contractual right to get the ticket from the person who has the ticket and (b) that entitles the reseller to get the ticket from that person at the price specified in the contract and
2. may not be able to provide the ticket at the price or price range set in the contract.

For both of the disclosures described above, if the reseller makes the disclosure orally, the reseller must also give the purchaser a written disclosure within the next two days.

## **§ 2 — WEBSITES USED BY ENTERTAINMENT EVENT TICKET SELLERS AND RESELLERS**

The bill prohibits anyone, other than a person acting on behalf of an entertainment event venue, from advertising or facilitating the sale or resale of an entertainment event ticket on a website with a domain or subdomain that contains:

1. the venue's name;
2. the event's name, such as the name of the person or group performing or appearing at the event; or
3. a name substantially similar to the venue's or event's name.

## **§ 3 — TICKET PRICE DISCLOSURES AND PRICE CHANGES**

Generally, the law requires an advertisement of ticket prices to conspicuously disclose the total price for each ticket and the dollar amount that represents a service charge (an administrative fee, service fee, surcharge, or other fee or charge using substantially similar terms). Individuals and entities 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 requires that the price disclosure be made when the ticket is initially offered for sale or resale to a purchaser, 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 a purchaser.

### ***Price Changes During Transaction***

The bill specifies that it does not prohibit a ticket price change after a person times out of a transaction without making a purchase. It also does not prohibit dynamic pricing, as long as the price does not increase after the ticket is initially offered to the purchaser and before the person

makes a purchase or times out of the transaction, whichever occurs first.

### ***Online Ticket Resales***

The bill requires anyone that advertises or facilitates the resale of an entertainment event ticket on a website or online platform primarily intended for reselling these tickets to clearly and conspicuously disclose that the ticket is being resold and its price may differ from the price of the ticket from the event presenter.

The bill requires this disclosure when the ticket is initially offered for sale to a purchaser and the price cannot increase after the initial offer and until the ticket is purchased. As under existing law, a reasonable service charge is allowed for delivery of a nonelectronic ticket.

### ***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.

**Federal Regulations**

Federal regulations make it an unfair and deceptive practice to offer, display, or advertise the price of a live event ticket (or short-term lodging) without clearly and conspicuously disclosing the maximum total price. The total price includes all fees, charges, and required ancillary goods or services, but does not include government charges, shipping charges, and optional ancillary goods or services.

The federal regulation does not affect state law except to the extent a state law is inconsistent. A state law is not inconsistent if it provides greater consumer protections (16 C.F.R. § 464).

**COMMITTEE ACTION**

General Law Committee

Joint Favorable Substitute

Yea 20 Nay 0 (03/11/2026)