
OLR Bill Analysis

sHB 5125 (File 181, as amended by House "A")*

AN ACT CONCERNING ENTERTAINMENT EVENT TICKETS.

SUMMARY

This bill makes numerous changes related to entertainment event ticketing.

Regarding ticket resales, the bill prohibits a ticket reseller from offering or engaging in a ticket resale unless the reseller has (1) actual or constructive possession of the ticket or (2) a written contract with the entertainment venue operator to get the ticket from the operator.

The bill includes specific provisions for the resale of tickets that are part of a sports season or series tickets or performing arts subscription.

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.

Unless a person is authorized by the bill, the bill generally prohibits advertising or facilitating the sale or resale of entertainment event tickets on a website domain or subdomain that contains the venue's, event's, or performer's name, or a substantially similar name.

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

*House Amendment "A" regarding ticket resales, eliminates a provision of the underlying bill on when a reseller can enter a contract requiring it to use best efforts to get a ticket, changes other provisions about contracts, and adds definitions and provisions on season and subscription ticket resales. It revises provisions on website domains and subdomains, including adding a provision on website use by performing individuals and groups. Regarding pricing, it adds a definition of dynamic pricing, requires DCP to set the way sellers and resellers disclose the cancelled event refund requirements, and makes technical changes.

EFFECTIVE DATE: October 1, 2026

§ 1 — TICKET RESALES

The bill applies to tickets to entertainment (1) events (including artistic performances, sporting events, and places of amusement, but not movies) and (2) venues (such as an arena, hall, place of amusement, stadium, or theater but not a movie theater).

It prohibits a ticket reseller from offering or engaging in any sale of a ticket after its initial sale unless the reseller has (1) actual or constructive possession of the ticket or (2) a written contract with the entertainment venue operator to get the ticket from the operator.

Under the bill, a "ticket reseller" is an individual or business entity who makes a ticket available for resale, including an authorized agent or employee acting within their authority. It does not include:

1. an entertainment venue operator, which is an individual or entity that owns, operates, or controls an entertainment venue, and their authorized agents and employees acting within their authority or
2. a ticket seller, who is an individual or entity who makes a ticket available for its initial sale (the first sale to a purchaser or ticket

reseller), including an entertainment venue operator and its authorized agents and employees acting within their authority.

Season, Series, and Subscription Tickets

The bill permits the initial purchaser of sports season or series tickets (including professional and intercollegiate competitions) to resell a ticket to an individual event that is part of the season or series if the individual or entity:

1. is not in the business of selling or reselling entertainment event tickets,
2. has actual or constructive possession of the ticket, and
3. discloses to the purchaser before the purchase the identity and date of the event and where the ticket entitles the person to sit or stand during the event.

The bill permits an individual or entity, such as an entertainment venue operator, to offer and sell to subscribers:

1. tickets to a season or series of artistic performances (such as concerts, operas, and theater, but not movies) that are not individually priced when initially sold or
2. the right to purchase tickets to a set number of artistic performances during a season or series (but one of these tickets cannot be resold until it is issued to the initial purchaser or assigned for a performance, date, and seating or standing location).

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

The bill prohibits anyone from advertising or facilitating the sale or resale of an entertainment event ticket on a website with a domain or subdomain that contains the:

1. venue's name or a substantially similar one, except by a venue operator or someone with the operator's express written consent

- to use the domain or subdomain;
2. event's name or a substantially similar one, except by (a) an individual or entity responsible for organizing financing or publicity for the event, or their authorized agents or employees acting within their authority, or (b) someone with the express written consent of the individual, entity, agent, or employee to use the domain or subdomain; or
 3. name of an individual or group scheduled for the event, or a substantially similar name, except for (a) the individual, group, or their agents or employees acting within their authority, or (b) someone with the express written consent of the individual, group, agent, or employee to use the domain or subdomain.

§ 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 (using an algorithmic model to adjust

prices in real time), 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, in a way set by DCP.

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)