



# House of Representatives

General Assembly

**File No. 181**

February Session, 2026

Substitute House Bill No. 5125

*House of Representatives, March 26, 2026*

The Committee on General Law reported through REP. LEMAR of the 96th Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

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

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2026*) (a) As used in this section,  
2 "ticket reseller" means any person who advertises or facilitates the resale  
3 of any ticket to an entertainment event.

4 (b) No ticket reseller shall enter into a contract with a purchaser for  
5 the resale of any ticket to an entertainment event, or accept from a  
6 purchaser any consideration as payment in full or as a deposit for the  
7 resale of any such ticket, unless the ticket reseller:

8 (1) Is in possession of such ticket; or

9 (2) Has entered into a written contract (A) (i) with the person who is  
10 in possession of such ticket, or (ii) with a person who has a contractual  
11 right to obtain such ticket from the person who is in possession of such  
12 ticket, and (B) that entitles such ticket reseller to obtain such ticket from  
13 a person described in subparagraph (A) of this subdivision at a price

14 specified in such written contract.

15 (c) (1) Nothing in subsection (b) of this section shall be construed to  
16 prohibit a ticket reseller from accepting a deposit from a prospective  
17 purchaser of a ticket to an entertainment event as part of a contract that  
18 requires the ticket reseller to make best efforts to obtain a ticket to the  
19 entertainment event for the prospective purchaser at a price or within a  
20 price range, and by a time, specified in the contract, provided the ticket  
21 reseller discloses to the prospective purchaser in oral or written form at  
22 the time such ticket reseller enters into such contract with such  
23 prospective purchaser or accepts such deposit from such prospective  
24 purchaser, whichever occurs first, that such ticket reseller:

25 (A) Is not in possession of the ticket desired by such prospective  
26 purchaser or has not entered into a written contract (i) (I) with a person  
27 who is in possession of such ticket, or (II) with a person who has a  
28 contractual right to obtain such ticket from the person who is in  
29 possession of such ticket, and (ii) that entitles such ticket reseller to  
30 obtain such ticket from a person described in subparagraph (A)(i) of this  
31 subdivision at a price specified in such written contract; and

32 (B) May not be able to supply such ticket to such prospective  
33 purchaser at the contracted price or within the contracted price range.

34 (2) If a ticket reseller makes the disclosure required under subdivision  
35 (1) of this subsection to a prospective purchaser in oral form, the ticket  
36 reseller shall memorialize such disclosure to the prospective purchaser  
37 in written form not later than two business days after such ticket reseller  
38 made such disclosure to such prospective purchaser in oral form.

39 (d) A violation of any provision of subsection (b) or (c) of this section  
40 shall constitute an unfair or deceptive act or practice in the conduct of  
41 trade or commerce pursuant to subsection (a) of section 42-110b of the  
42 general statutes.

43 Sec. 2. (NEW) (*Effective October 1, 2026*) (a) (1) Except as provided in  
44 subdivision (2) of this subsection, no person shall advertise or facilitate

45 the sale or resale of any ticket to an entertainment event by way of an  
46 Internet web site if the Internet domain of such Internet web site, or any  
47 Internet subdomain of such Internet web site, contains:

48 (A) The name of the venue for such entertainment event;

49 (B) The name of the entertainment event, including, but not limited  
50 to, the name of any individual or group scheduled to perform or  
51 appear at such entertainment event; or

52 (C) Any name that is substantially similar to a name described in  
53 subparagraph (A) or (B) of this subdivision.

54 (2) The provisions of subdivision (1) of this subsection shall not be  
55 construed to apply to any person who is acting on behalf of the venue  
56 for the entertainment event.

57 (b) A violation of any provision of subsection (a) of this section shall  
58 constitute an unfair or deceptive act or practice in the conduct of trade  
59 or commerce pursuant to subsection (a) of section 42-110b of the general  
60 statutes.

61 Sec. 3. Section 53-289a of the general statutes is repealed and the  
62 following is substituted in lieu thereof (*Effective October 1, 2026*):

63 (a) As used in this section: [, "service charge"]

64 (1) "Entertainment event" (A) includes, but is not limited to, an  
65 athletic competition, sporting event, concert, operatic performance or  
66 theatrical performance or admission to a place of amusement, and (B)  
67 does not include a movie;

68 (2) "Entertainment venue" includes, but is not limited to, an arena,  
69 exhibition hall, performance hall, place of amusement, stadium or  
70 theater, but does not include a movie theater;

71 (3) "Person" means an individual, association, corporation, limited  
72 liability company, partnership, trust or other legal entity; and

73       (4) "Service charge" means any additional fee or charge that is  
74 designated as an "administrative fee", "service fee" or "surcharge" or by  
75 using another substantially similar term.

76       (b) No person shall advertise the prices of tickets to any  
77 entertainment event for which a service charge is imposed, including,  
78 but not limited to, any [place of amusement, arena, stadium, theater,  
79 performance, sport, exhibition or athletic contest given] entertainment  
80 venue in this state [for] at which a service charge is imposed for the sale  
81 of a ticket at [the site of the event] such entertainment venue, without  
82 conspicuously disclosing in such advertisement, whether displayed at  
83 [the site of the event] such entertainment venue or elsewhere, the total  
84 price for each ticket and [what] which portion of each ticket price, stated  
85 in a dollar amount, represents a service charge.

86       (c) If a price is charged for admission to [a place of] an entertainment  
87 venue, the operator of the [place of] entertainment venue shall print,  
88 endorse or otherwise disclose on the face of each ticket to an  
89 entertainment event at such [place of] entertainment venue (1) the price  
90 established for such ticket, or (2) if such operator, or such operator's  
91 agent, sells or resells such ticket, including at auction, the final price of  
92 such ticket.

93       (d) (1) Any person that advertises or facilitates the sale or resale of a  
94 ticket to an entertainment event shall (A) disclose the total price of such  
95 ticket, which total price shall include all service charges required to  
96 purchase such ticket, and (B) disclose, in a clear and conspicuous  
97 manner, to the purchaser of such ticket the portion of the total ticket  
98 price, expressed as a dollar amount, that is attributable to service  
99 charges charged to such purchaser for such ticket.

100       (2) Any person that advertises or facilitates the resale of a ticket to an  
101 entertainment event via an Internet web site or online technology  
102 platform, the primary purpose of which is to facilitate resales of such  
103 tickets, shall disclose, in a clear and conspicuous manner, that the ticket  
104 is a resale ticket that may be offered at a price that differs from the price  
105 of a ticket to an entertainment event that is offered or sold by the

106 presenter of the entertainment event.

107 ~~[(2)]~~ ~~(3)~~ ~~(A)~~ The disclosures required under [subdivision (1)]  
108 subdivisions (1) and (2) of this subsection shall be displayed [in the  
109 ticket listing before the ticket is selected for purchase. The total ticket  
110 price] when the ticket is initially offered for sale or resale to a purchaser,  
111 and the displayed price shall not increase during the period beginning  
112 when [a] the ticket is [selected for purchase] initially offered for sale or  
113 resale to a purchaser and ending when [a] the ticket is purchased, except  
114 a reasonable service charge may be charged for delivery of a  
115 nonelectronic ticket if [(A)] ~~(i)~~ such service charge is based on the  
116 delivery method selected by the ticket purchaser, and [(B)] ~~(ii)~~ such  
117 service charge is disclosed to such purchaser before such purchaser  
118 purchases such ticket.

119 (B) Nothing in subparagraph (A) of this subdivision shall be  
120 construed to prohibit (i) any change in the price of a ticket after a  
121 purchaser's transaction period has timed out if the purchaser has not yet  
122 purchased the ticket, or (ii) the use of a dynamic pricing model,  
123 provided the ticket price does not increase during the period beginning  
124 when the ticket is initially offered to the purchaser and ending when the  
125 purchaser completes the ticket purchasing process or the purchaser's  
126 transaction period has timed out, whichever occurs first.

127 ~~[(3)]~~ ~~(4)~~ No disclosure required under this subsection shall be (A)  
128 false or misleading, (B) presented more prominently than the total ticket  
129 price, or (C) displayed in a font size that is as large or larger than the  
130 font size in which the total ticket price is displayed.

131 [(e) A movie shall not be deemed to constitute an entertainment event  
132 for the purposes of this section.]

133 (e) (1) Each person that sells or resells a ticket to a live entertainment  
134 event shall (A) if the live entertainment event is cancelled, provide a  
135 refund to the purchaser (i) in an amount that is equal to the total price  
136 of such ticket, which total price shall include all service charges that  
137 were charged to purchase such ticket except for any reasonable service

138 charge that was charged for delivery of a nonelectronic ticket, and (ii)  
 139 not later than thirty days following cancellation of such live  
 140 entertainment event, and (B) disclose, in a clear and conspicuous  
 141 manner, to each purchaser of a ticket to the live entertainment event that  
 142 such purchaser is entitled to a refund in the amount and within the  
 143 thirty-day period set forth in subparagraph (A) of this subdivision if  
 144 such live entertainment event is cancelled.

145 (2) The disclosure required under subparagraph (B) of subdivision (1)  
 146 of this subsection shall be displayed to each purchaser of a ticket to a  
 147 live entertainment event before such purchaser purchases such ticket.

148 (f) The Commissioner of Consumer Protection may adopt  
 149 regulations, in accordance with the provisions of chapter 54, to  
 150 implement the provisions of this section.

151 (g) A violation of any provision of subsections (b) to (e), inclusive, of  
 152 this section shall constitute an unfair or deceptive act or practice in the  
 153 conduct of trade or commerce pursuant to subsection (a) of section 42-  
 154 110b.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2026	New section
Sec. 2	October 1, 2026	New section
Sec. 3	October 1, 2026	53-289a

**Statement of Legislative Commissioners:**

In Section 1(c)(1), "orally or in writing" was changed to "in oral or written form" for consistency with other provisions of the section; and in Section 1(c)(2), "provide" was changed to "memorialize" for clarity.

**GL**            *Joint Favorable Subst.*

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*The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.*

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**OFA Fiscal Note**

**State Impact:** None

**Municipal Impact:** None

**Explanation**

The bill makes various changes to entertainment event ticketing and makes violations an unfair trade practice violation resulting in no fiscal impact to the state. The Department of Consumer Protection enforces unfair trade practice violations and has the resources and expertise to meet the requirements of the bill.

**The Out Years**

**State Impact:** None

**Municipal Impact:** None

**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.

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**§ 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)