



House of Representatives

File No. 583

General Assembly

February Session, 2026

(Reprint of File No. 181)

Substitute House Bill No. 5125
As Amended by House Amendment
Schedule "A"

Approved by the Legislative Commissioner
April 10, 2026

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 unless the context otherwise requires:

3 (1) "Artistic performance" (A) includes, but is not limited to, a concert,
4 operatic or theatrical performance, and (B) does not include a movie;

5 (2) "Entertainment event" (A) includes, but is not limited to, (i) an
6 artistic performance, athletic competition or sporting event, or (ii)
7 admission to a place of amusement, and (B) does not include a movie;

8 (3) "Entertainment venue" (A) includes, but is not limited to, an arena,
9 exhibition hall, performance hall, place of amusement, stadium or
10 theater, and (B) does not include a movie theater;

11 (4) "Entertainment venue operator" (A) means a person who owns,
12 operates or controls an entertainment venue, and (B) includes, but is not

13 limited to, any authorized agent or employee of such person while
14 acting in the course of such agent's or employee's authority or
15 employment;

16 (5) "Initial sale" means, with respect to a ticket, the transaction in
17 which a ticket seller first sells the ticket to a purchaser or ticket reseller;

18 (6) "Person" means an individual, association, corporation, limited
19 liability company, partnership, trust or other legal entity;

20 (7) "Purchaser" means an individual who purchases a ticket;

21 (8) "Resale" means, with respect to a ticket, any transaction
22 subsequent to the initial sale of the ticket in which a ticket reseller resells
23 the ticket to a purchaser;

24 (9) "Ticket" means evidence of a purchaser's right to enter an
25 entertainment event or entertainment venue;

26 (10) "Ticket reseller" (A) means, with respect to a ticket, the person
27 who makes the ticket available for resale, (B) includes, but is not limited
28 to, any authorized agent or employee of such person who, acting in the
29 course of such agent's or employee's authority or employment, makes
30 the ticket available for resale, and (C) does not include the entertainment
31 venue operator or ticket seller; and

32 (11) "Ticket seller" (A) means, with respect to a ticket, the person,
33 including, but not limited to, the entertainment venue operator, who
34 makes the ticket available for initial sale, and (B) includes, but is not
35 limited to, any authorized agent or employee of such person who, acting
36 in the course of such agent's or employee's authority or employment,
37 makes the ticket available for initial sale.

38 (b) (1) No ticket reseller doing business in the state shall offer or
39 engage in any resale of a ticket in the state, unless the ticket reseller:

40 (A) Is in actual or constructive possession of the ticket; or

41 (B) Has entered into a written contract with the entertainment venue
42 operator that explicitly authorizes the ticket reseller to obtain the ticket
43 from the entertainment venue operator.

44 (2) Notwithstanding the provisions of subdivision (1) of this
45 subsection:

46 (A) A person who is the initial purchaser of tickets to a season or
47 series of professional or intercollegiate athletic competitions or sporting
48 events may resell a ticket to an individual athletic competition or
49 sporting event comprising part of such season or series, provided such
50 person (i) is not regularly engaged in the business of selling or reselling
51 tickets to entertainment events, (ii) is in actual or constructive
52 possession of such ticket, and (iii) discloses to the purchaser, before the
53 purchaser purchases such ticket from such person, (I) the identity and
54 scheduled date of such individual athletic competition or sporting
55 event, and (II) the seating or standing location in the entertainment
56 venue the holder of such ticket is entitled to occupy during such
57 individual athletic competition or sporting event; and

58 (B) A person, including, but not limited to, an entertainment venue
59 operator, may offer and sell to a purchaser, on a subscription basis, (i)
60 tickets to a season or series of artistic performances that are not
61 individually priced at the time of initial sale, or (ii) the right to purchase
62 tickets to a specified number of artistic performances during a specified
63 season or series of artistic performances, provided no such ticket shall
64 be resold until such ticket has been issued to the initial purchaser or
65 assigned for a specific artistic performance, date and seating or standing
66 location.

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

71 Sec. 2. (NEW) (*Effective October 1, 2026*) (a) As used in this section,
72 "entertainment event", "entertainment venue", "entertainment venue

73 operator", "initial sale", "resale" and "ticket" have the same meanings as
74 provided in section 1 of this act.

75 (b) No person doing business in the state shall advertise or facilitate
76 the initial sale or resale of any ticket by way of an Internet web site if the
77 Internet domain of such Internet web site, or any Internet subdomain of
78 such Internet web site, includes:

79 (1) The name of the entertainment venue for the entertainment event,
80 or any name that is substantially similar to the name of such
81 entertainment venue, unless such person (A) is the entertainment venue
82 operator, or (B) has obtained express written consent from the
83 entertainment venue operator to include such name in such Internet
84 domain or Internet subdomain;

85 (2) The name of the entertainment event, or any name that is
86 substantially similar to the name of such entertainment event, unless
87 such person (A) is the person responsible for organizing financing or
88 publicity for such entertainment event or is an authorized agent or
89 employee of such person acting in the course of such agent's or
90 employee's authority or employment, or (B) has obtained express
91 written consent from such person, agent or employee to include such
92 name in such Internet domain or Internet subdomain; or

93 (3) The name of an individual or group scheduled to perform or
94 appear at the entertainment event, or any name that is substantially
95 similar to the name of such individual or group, unless such person (A)
96 is such individual or group or is an authorized agent or employee of
97 such individual or group acting in the course of such agent's or
98 employee's authority or employment, or (B) has obtained express
99 written consent from such individual, group, agent or employee to
100 include such name in such Internet domain or Internet subdomain.

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

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

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

108 (1) "Dynamic pricing model" means an algorithmic model that
109 adjusts prices in real time;

110 (2) "Entertainment event" has the same meaning as provided in
111 section 1 of this act;

112 (3) "Entertainment venue" has the same meaning as provided in
113 section 1 of this act;

114 (4) "Person" has the same meaning as provided in section 1 of this act;
115 and

116 (5) "Service charge" means any additional fee or charge that is
117 designated as an "administrative fee", "service fee" or "surcharge" or by
118 using another substantially similar term.

119 (b) No person shall advertise the prices of tickets to any
120 entertainment event for which a service charge is imposed, including,
121 but not limited to, any [place of amusement, arena, stadium, theater,
122 performance, sport, exhibition or athletic contest given] entertainment
123 venue in this state [for] at which a service charge is imposed for the sale
124 of a ticket at [the site of the event] such entertainment venue, without
125 conspicuously disclosing in such advertisement, whether displayed at
126 [the site of the event] such entertainment venue or elsewhere, the total
127 price [for] of each ticket and [what] which portion of each ticket price,
128 stated in a dollar amount, represents a service charge.

129 (c) If a price is charged for admission to [a place of] an entertainment
130 venue, the operator of the [place of] entertainment venue shall print,
131 endorse or otherwise disclose on the face of each ticket to an
132 entertainment event at such [place of] entertainment venue (1) the price
133 established for such ticket, or (2) if such operator, or such operator's
134 agent, sells or resells such ticket, including at auction, the final price of

135 such ticket.

136 (d) (1) Any person [that] who advertises or facilitates the sale or resale
137 of a ticket to an entertainment event shall (A) disclose the total price of
138 such ticket, [which total price shall include] including all service charges
139 required to purchase such ticket, and (B) disclose, in a clear and
140 conspicuous manner, to the purchaser of such ticket the portion of the
141 total [ticket] price of such ticket, expressed as a dollar amount, that is
142 attributable to service charges charged to such purchaser for such ticket.

143 (2) Any person who advertises or facilitates the resale of a ticket to an
144 entertainment event via an Internet web site or online technology
145 platform, the primary purpose of which is to facilitate resales of such
146 tickets, shall disclose, in a clear and conspicuous manner, that the ticket
147 is a resale ticket that may be offered at a price that differs from the price
148 of a ticket to an entertainment event that is offered or sold by the
149 presenter of the entertainment event.

150 [(2)] (3) (A) The disclosures required under [subdivision (1)]
151 subdivisions (1) and (2) of this subsection shall be displayed [in the
152 ticket listing before the ticket is selected for purchase. The total ticket
153 price] when the ticket is initially offered for sale or resale to a purchaser,
154 and the displayed price shall not increase during the transaction period
155 beginning when [a] the ticket is [selected for purchase] initially offered
156 for sale or resale to a purchaser and ending when [a] the ticket is
157 purchased, except a reasonable service charge may be charged for
158 delivery of a nonelectronic ticket if [(A)] (i) such service charge is based
159 on the delivery method selected by the ticket purchaser, and [(B)] (ii)
160 such service charge is disclosed to such purchaser before such purchaser
161 purchases such ticket.

162 (B) Nothing in subparagraph (A) of this subdivision shall be
163 construed to prohibit (i) any change in the price of a ticket after a
164 purchaser's transaction period has timed out if the purchaser has not yet
165 purchased the ticket, or (ii) the use of a dynamic pricing model,
166 provided the ticket price does not increase during the transaction period

167 beginning when the ticket is initially offered to the purchaser and
168 ending when the purchaser completes the ticket purchasing process or
169 the purchaser's transaction period has timed out, whichever occurs first.

170 [(3)] (4) No disclosure required under this subsection shall be (A)
171 false or misleading, (B) presented more prominently than the total
172 [ticket] price of such ticket, or (C) displayed in a font size that is as large
173 or larger than the font size in which the total [ticket] price of such ticket
174 is displayed.

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

177 (e) (1) Each person who sells or resells a ticket to a live entertainment
178 event shall (A) if the live entertainment event is cancelled, provide a
179 refund to the purchaser (i) in an amount equal to the total price of such
180 ticket, including all service charges the purchaser paid for such ticket,
181 minus any reasonable service charge the purchaser paid for delivery of
182 a nonelectronic ticket, and (ii) not later than thirty days following
183 cancellation of such live entertainment event, and (B) disclose, in a clear
184 and conspicuous manner, to each purchaser of a ticket to the live
185 entertainment event that such purchaser is entitled to a refund in the
186 amount and within the thirty-day period set forth in subparagraph (A)
187 of this subdivision if such live entertainment event is cancelled.

188 (2) The disclosure required under subparagraph (B) of subdivision (1)
189 of this subsection shall be displayed to each purchaser of a ticket to a
190 live entertainment event before such purchaser purchases such ticket.
191 Such disclosure shall be displayed in a form and manner prescribed by
192 the Commissioner of Consumer Protection.

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

196 (g) A violation of any provision of subsections (b) to (e), inclusive, of
197 this section shall constitute an unfair or deceptive act or practice in the

198 conduct of trade or commerce pursuant to subsection (a) of section 42-
199 110b.

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

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.

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.

House "A" strikes the underlying bill and its associated fiscal impact resulting in the impact described above.

The Out Years

State Impact: None

Municipal Impact: None

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 REALES

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)