



General Assembly

**Substitute Bill No. 5125**

February Session, 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 "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.*