

**HOUSE . . . . . No. 260**

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**The Commonwealth of Massachusetts**

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PRESENTED BY:

***Michael J. Moran***

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*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act to reform the issuance and sale of sports and entertainment tickets.

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PETITION OF:

NAME:

*Michael J. Moran*

DISTRICT/ADDRESS:

*18th Suffolk*

**HOUSE . . . . . No. 260**

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By Mr. Moran of Boston, a petition (accompanied by bill, House, No. 260) of Michael J. Moran relative to the issuance and sale of sports and entertainment tickets. Consumer Protection and Professional Licensure.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 1893 OF 2011-2012.]

**The Commonwealth of Massachusetts**

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**In the Year Two Thousand Thirteen**  
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An Act to reform the issuance and sale of sports and entertainment tickets.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           Section 1. (a) Sections 185 A through Sections 185F of Chapter 140 of the General  
2 Laws are hereby repealed.

3           Section 2. As used in this Act the following words shall have the following  
4 meanings:

5           (a)   “Event” means any concert, theatrical performance, sporting event, exhibition,  
6 show, or similar scheduled activity taking place in the Commonwealth —

7           (i)   that is open to the general public;

8           (ii)   for which an admission fee is charged; and

9           (iii)   that is held in a venue accommodating more than 1000 persons for which public  
10 funding has been provided for the construction, maintenance or operation of the venue or any  
11 infrastructure related thereto, or which is located on property owned by a municipality or other  
12 government entity.

13 (b) An "event ticket" means any physical, electronic, or other form of a certificate,  
14 document, voucher, token or other evidence indicating that the bearer, possessor, or person  
15 entitled to possession through purchase or otherwise has—

16 (i) a revocable or irrevocable right, privilege or license to enter an event venue or  
17 occupy a particular seat or area in an event venue with respect to one or more events, or

18 (ii) an entitlement to purchase such a right, privilege or license with respect to one or  
19 more future events.

20 (c) "Person" means any natural person, partnership, corporation, association, or other  
21 legal entity.

22 (d) "Public funding" means the provision, by the Commonwealth, any county,  
23 municipality, or other subdivision of the Commonwealth, or by any local development  
24 corporation or similar instrumentality whose creation was authorized by the Commonwealth or  
25 by any county, municipality of other subdivision of the Commonwealth, of funding, grants,  
26 payments, or financial support, including the use of public funds through or from the use of the  
27 issuance of tax-exempt bonds, payments in lieu of taxes (PILOT), property tax abatements,  
28 lotteries, sales taxes, or levies on parking, hotels, alcohol, car rentals, cigarettes, or other goods  
29 or services.

30 (e) "Resale" includes any form of transfer or alienation, or offering for transfer or  
31 alienation, of possession or entitlement to possession of an event ticket from one person to  
32 another, with or without consideration, whether in person or by means of telephone, mail,  
33 delivery service, facsimile, internet, email or other electronic means. "Resale" does not include  
34 the initial sale of an event ticket by the ticket issuer.

35 (f) "Ticket issuer" means any person that makes event tickets available, directly or  
36 indirectly, to the general public, and may include the operator of a venue; the sponsor or  
37 promoter of an event; a sports team participating in an event or a league whose teams are  
38 participating in an event; a theater company, musical group or similar participant in an event; or  
39 an agent of any such person.

40 (g) "Venue" means the theater, stadium, field, hall or other facility where an event  
41 takes place.

42 Section 3. (a) A ticket issuer, or its authorized agent, shall provide advance  
43 public notice of its ticket policies for each event subject to this Act. Such notice shall include at  
44 least the following information:

45 (i) Identification of the specific event, including date, time, and location.

46 (ii) The total number of event tickets to be issued for the event, whether by public  
47 sale or otherwise, and the number of such tickets for every class, tier or level of admission  
48 offered.

49 (iii) The total number of event tickets to the event that will be made available for  
50 purchase by members of the general public as public sale tickets subject to this section, and the  
51 number of such tickets for every class, tier or level of admission offered.

52 (iv) The established price for each class, tier or level of admission offered which will  
53 be designated as public sale tickets, including the amount of any premium, service charge or  
54 other fee applicable to the sale of such ticket.

55 (v) The date and time when tickets are made available to any member of the general  
56 public including but not limited to fan clubs, businesses, and for promotional activities. (on-sale  
57 date and time)

58 (vi) A complete list of the outlets at which such public sale tickets will be made  
59 available for sale to the general public on the date and at the time specified, including a list of all  
60 Internet websites at which such tickets will be made available.

61 (b) Each public notice of ticket practices under this section shall be accompanied by a  
62 certification that the party submitting the notice is, or is authorized to act on behalf of, a ticket  
63 issuer within the meaning of this Act; that the ticket issuer is in compliance with the consumer  
64 protection minimum standards set out in section 6 of this Act; that all tickets designated as public  
65 sale tickets will in fact be made available for sale to the general public as stated in the notice;  
66 and that all the information contained in the notice is true and correct to the best of the  
67 knowledge and belief of the party submitting the notice.

68 (c). No public notice under this section shall be valid unless it is submitted to the  
69 Commissioner of Public Safety, and otherwise made public in accordance with subsection (d), at  
70 least 15 days prior to the on-sale date specified in the notice. A public notice shall be deemed to  
71 have been submitted on the date and at the time it is received by the Department of Public  
72 Safety.

73 (d). The Department of Public Safety shall post on its website, within 24 hours after  
74 receipt, any public notice which substantially complies with this section. The ticket issuer or its  
75 authorized agent shall cause the public notice to be publicly displayed at each place where public  
76 sale tickets are to be sold, and on each website where such tickets are to be sold. Nothing in this  
77 section shall be construed to prevent a ticket issuer or its authorized agent from using other  
78 methods of public notification in addition to those methods which are required by this Act.

79 (e) In addition to the failure to comply with any other provision of this section, the  
80 following acts shall be unlawful and shall be punishable as violations of this Act:

81 Material false or misleading statements made knowingly, or in reckless disregard of their  
82 falsity, by or on behalf of a ticket issuer, in connection with a public notice under this section.

83 (f) Nothing in this section shall be construed to impose any restrictions on the sale or  
84 resale, or the offer to sell or to resell, any ticket of admission to any event that has not been  
85 identified in a public notice as a public sale ticket, in compliance with this section;

86 Section 4. (a) Except as otherwise provided in this Act, it shall be unlawful for any ticket  
87 issuer to prohibit or restrict the resale or offering for resale of an event ticket by a lawful  
88 possessor thereof.

89 (b) Activities prohibited to ticket issuers by this Act include, but are not limited to –

90 (i) purporting to impose license or contractual terms on the initial sale of event  
91 tickets (including but not limited to terms printed on the back of a physical ticket) that prohibit  
92 resale of the ticket, or that restrict the price or other terms and conditions under which a ticket  
93 may be resold;

94 (ii) requiring the purchaser of a ticket, whether for a single event or for a series or  
95 season of events, to agree not to resell the ticket, or to resell the ticket only through a specific  
96 channel approved by the ticket issuer;

97 (iii) bringing legal action, based on an unlawful prohibition or restriction on resale of  
98 an event ticket, against –

99 (A) a purchaser who resells or offers to resell an event ticket without permission of  
100 the ticket issuer, or in violation of a restriction purportedly imposed by the ticket issuer;

101 (B) persons who facilitate or provide services for the resale of event tickets without  
102 such permission or in alleged violation of such a restriction; or

103 (C) the operator of a physical or electronic marketplace in which a ticket is offered for  
104 resale without such permission or in alleged violation of such a restriction;

105 (iv) imposing any penalty on a ticket purchaser who resells or offers to resell an event  
106 ticket without permission or in violation of a restriction purportedly imposed by the ticket issuer,  
107 or treating such a purchaser in any material way less favorably than a similarly situated  
108 purchaser who does not resell or offer to resell an event ticket, or who complies with resale  
109 restrictions purportedly imposed by the ticket issuer;

110 (v) employing technological means for the purpose or with the foreseeable effect of  
111 prohibiting or restricting the resale of event tickets, including but not limited to issuing event  
112 tickets in an electronic form that is not readily transferrable to a subsequent purchaser, or  
113 conditioning entry into the venue on presentation of a token (such as the original purchaser's

114 credit card or state-issued identification card) that cannot be readily transferred to a subsequent  
115 purchaser; or

116 (vi) seeking to limit or restrict the price, or to impose a minimum or maximum price,  
117 at which an event ticket may be resold.

118 Section 5. (a) It shall be unlawful for any person to engage in the primary or secondary  
119 market for event ticket sales as a trade or business in any manner specified in subsection (b)  
120 without complying with the consumer protection minimum standards specified in this section.

121 (b) This section applies to all persons engaged in the trade or business of –

122 (i) acting as a ticket issuer;

123 (ii) engaging in the resale of event tickets; or

124 (iii) providing a physical or electronic marketplace for the sale or resale of event  
125 tickets by other persons.

126 (c) An individual who resells no more than [80] event tickets in any 12-month period  
127 shall not be considered to be engaged in the trade or business of reselling event tickets for  
128 purposes of this section.

129 (d) All persons subject to this section shall –

130 (i) maintain a toll-free telephone number for complaints and inquiries regarding its  
131 activities in the sale or resale of event tickets;

132 (ii) implement and reasonably publicize a standard refund policy that meets the  
133 minimum standards stated in subsection (e)

134 A person subject to this section by engaging in the resale of event tickets may satisfy the  
135 requirements of this section by engaging in such resale in a physical or electronic marketplace  
136 that fully complies with this section.

137 (e) The standard refund policy referenced in subsection (d) ---

138 (i) shall provide a consumer who purchases an event ticket a full refund if --

139 (A) the event is cancelled before the scheduled occurrence of the event, and is not re-  
140 scheduled;

141 (B) the event ticket received by the purchaser is counterfeit;

142 (C) the event ticket has been cancelled by the ticket issuer for non-payment by the  
143 original purchaser, or for any reason other than an act or omission of the consumer;

144 (D) the event ticket materially and to the detriment of the consumer fails to conform  
145 to the description provided by the seller or reseller; or

146 (E) the event ticket was not delivered to the consumer prior to the occurrence of the  
147 event, unless such failure of delivery was due to any act or omission of the consumer;

148  
149 (ii) shall include in a full refund the full price paid by the consumer for the event  
150 ticket, together with any fees charged in connection with that purchase, including but not limited  
151 to convenience fees, processing fees, at-home printing charges, shipping and handling charges,  
152 or delivery fees; and

153 (iii) may condition entitlement to a refund upon timely return of the ticket purchased,  
154 and may include reasonable safeguards against abuse of the policy.

155 (f) Nothing in this section shall be construed to prohibit any person subject to this  
156 section from implementing consumer protection policies that exceed the minimum standard set  
157 forth in this section, and that are otherwise compliant with this Act.

158 Section 6. (a) The Commissioner of Public Safety may bring a civil action for  
159 enforcement of any violation of this section, in the same manner, by the same means, and with  
160 the same jurisdiction, powers and duties, as apply to that office in its enforcement of other laws  
161 of the Commonwealth for the protection of consumers or for the prevention of unfair or  
162 deceptive acts or practices.

163 (b) (i) Notwithstanding any other provision of law, in order to remedy any violation of  
164 this Act, the Commissioner of may bring a civil action in a court of the Commonwealth of  
165 appropriate jurisdiction—

166 (A) to enjoin further violation of this Act by the defendant; or

167 (B) to obtain damages on behalf of residents of the State, in a total amount  
168 equal to the greater of—

169 (1) the actual monetary loss suffered by such  
170 residents; or

171 (2) the amount determined under paragraph (ii).

172 (ii) Statutory damages.

173 (A) In general. For purposes of paragraph (b)(1)(B)(ii), the amount determined  
174 under this paragraph is the amount calculated by multiplying the number of violations by up to

175 \$100, with each ticket sold, resold or offered for sale or resale in violation of this Act counted as  
176 a separate violation.

177 (B) Limitation. For any violation of this Act with respect to any one event, the amount  
178 determined under subparagraph (A) may not exceed \$100,000.

179 (C) Aggravated damages. Notwithstanding subparagraph (A) or (B), the court  
180 may increase a damage award to an amount equal to not more than three times the amount  
181 otherwise available under this paragraph if the defendant was previously found to have violated  
182 this Act in a civil action.

183 (iii) Attorney fees. In the case of any successful action under paragraph (i), the  
184 court, in its discretion, may award the costs of the action and reasonable attorney fees to the  
185 State.

186 (iv) Construction. For purposes of bringing any civil action under paragraph  
187 (i), nothing in this Act shall be construed to prevent the Department of Public Safety from  
188 exercising the powers conferred upon it by the laws of the Commonwealth to—

189 (A) conduct investigations;

190 (B) administer oaths or affirmations; or

191 (C) compel the attendance of witnesses or the production of documentary and  
192 other evidence.

193 (v) Statute of limitations. No action may be brought under this subsection  
194 unless such action is begun within 2 years of the date of the act complained of.

195 Section 7. Nothing in this Act shall be interpreted to invalidate restrictions on the resale  
196 of tickets imposed by –

197 (a) sponsors or promoters of events intended solely to benefit charitable endeavors,  
198 for which all tickets are distributed free of charge;

199 (b) not-for-profit educational institutions, with respect to athletic events involving  
200 athletes or teams of such institutions, to the extent that such restrictions apply to tickets initially  
201 distributed by the institution to –

202 (i) students, faculty, staff members or alumni without charge; or

203 (ii) members of bona fide booster organizations consisting of those making  
204 substantial financial contributions to the institution.]

205           Section 8. The Commissioner of Public Safety is authorized, pursuant to Chapter 30A to  
206 issue regulations to implement the provisions of this Act. Such regulations may include, but  
207 shall not necessarily be limited to:

208           (a)     Modifying the 15-day advance notice period and other provisions of Section 4, for  
209 certain defined categories of sporting events for which the date, time, venue or participants are  
210 not likely to be ascertainable far enough in advance to permit full compliance with that section;

211           (b)     Specifying further categories of information to be included in a public notice  
212 under section 4;

213           (c)     Prescribing supplementary required methods of public notification in addition to  
214 those specified in section 4(d);

215           (d)     Prescribing allowable methods for marking of public sale tickets, as required by  
216 section 4(e), including in cases in which the ticket does not take tangible form;

217           (e)     Defining categories of persons otherwise subject to this section who are  
218 temporarily or indefinitely excluded from its provisions, or against whom the Commissioner of  
219 Public Safety determines to forebear from enforcement of this Act in whole or in part, if the  
220 Commissioner determines that the activities of such persons otherwise subject to this section  
221 have a relatively insignificant impact on commerce in event tickets.

222