

Joint Committee on Consumer Protection and Professional Licensure 2025-2026 (194th) Bill Summary

BILL NUMBER: H320

TITLE: An Act to protect consumers of tickets

SPONSOR(S): Ashe, Brian M.

HEARING DATE: June 2, 2025

**REPORTING
DEADLINE:** August 1, 2025

CURRENT LAW

Section 182A of Chapter 140 of the Massachusetts General Laws, as amended by Chapter 238 of the Acts of 2024, mandates that all tickets for theatrical and public events must clearly display the price charged, and that any restrictions on ticket transferability be clearly disclosed and acknowledged by the consumer before purchase. Further, tickets are considered licenses, allowing venue operators to set and enforce policies regarding conduct, health, safety, age, and ticket purchasing limits.

Section 185A of said chapter 140, as so amended by said chapter 238, prohibits the selling or reselling of tickets of admission, or the facilitating of such re-sales without being licensed by the Division of Occupational Licensure.

Section 185D of said chapter 140, as so amended by said chapter 238, requires licensees selling or reselling tickets guarantee a full refund, including service charges, if the event is canceled, the ticket doesn't grant admission, the ticket isn't delivered (unless due to purchaser's fault), or the ticket doesn't match its description. Licensees are also required to clearly and conspicuously disclose all service charges and other fees, displaying the total price upfront and ensuring all disclosures are not false or misleading; with violations resulting in license suspension or civil penalties.

SUMMARY

This legislation seeks to mandate that any paperless ticket purchased in the Commonwealth be permitted to be transferred or resold to another party at any time without incurring any additional fees; and seeks to prevent the venue or primary seller from penalizing or denying access from a secondary buyer or holder of a transferred ticket. Venues and primary sellers may issue non-transferrable paperless tickets under the condition that they are sold as part of a group discount or are offered at a discount price for charitable purposes, so long as they are not also offered to the general public in the same way; with exceptions for season tickets for venues of more than 19,000 seats, provided that those tickets are marked ineligible for resale at the time of purchase.

Further, the stipulation that a ticket of admission be considered a license is removed; primary ticket sellers and facilitators of ticket re-sales via a competitive bidding process between third-parties need not be licensed by the Division; and such clear and conspicuous disclosures of all fees and surcharges shall be required as of July 1, 2025.