



Ticketing in the States

Helping Legislators Navigate Ticketing in 2025

The Problem with Ticketing



- ❑ **Opaque Pricing:** Secondary sites are unclear about pricing, prices often shift throughout the ticket-buying process, and there is little to no price itemization or transparency.
- ❑ **Deceptive Marketing and URLs:** Secondary sellers steal venue and artist imagery and intellectual property to set up URLs and sites that look identical or similar to venue box office websites. Secondary sites use SEOs so these fake sites appear ahead of the real ones within search engines. Fans often pay more for or never receive these tickets.
- ❑ **Speculative & Fake Tickets:** Secondary sellers list tickets before an official on-sale, sell unscannable or duplicate tickets, or sell tickets with inaccurate seat information.

The Problem with Ticketing


Continued

- ❑ **Price Gouging:** Secondary sellers list tickets on the secondary market for exorbitant prices when cheaper tickets are often still available on the primary marker.
- ❑ **Bots:** Secondary sellers use illegal bots to hoard large quantities of tickets and later price gouge fans.
- ❑ **Fan Safety Issues:** Secondary sellers are not required to share attendee information with venues and venues are unable to contact fans for critical safety and scheduling updates.

Price Gouging



Cart Summary

**Comedy Gumbeaux**

Thu Sep 19 2024
8:00 PM
Ages 18+


Howlin' Wolf
907 South Peters, New Orleans, LA, 70130

4 GA Seating	\$40.00
SUBTOTAL	\$40.00
SERVICE FEE	\$10.08
TICKETFAST	\$0.00
TOTAL	\$50.08

By clicking the "Place Order" button on the Payment page, you are agreeing to the TicketWeb Purchase Policy and Privacy Notice.

I also understand and agree that all sales are final. There are no refunds unless the event is cancelled or postponed.

Your payment will be processed



things to do, nail salons, plumber | New Orleans, LA

Restaurants | Home Services | Auto Services | More

Summary

This ticket will be held for 4:44

Your Contact Information [Log in with your Yelp Account](#)

Full Name

Phone Number

Email Address

Payment

Credit Card

PayPal

Your Order [Edit](#)

4 Comedy Gumbeaux, Thursday September 19th 2024 8:00 PM, SECT: GENERAL ADMISSION, ROW: GA

1 Service Fee

\$174.84

1 Delivery

\$7.50

Total

\$746.34

Fulfilled by

TicketNetwork

Four General Admission Comedy Gumbeaux "Tickets" for \$750 When Four General Admission Tickets Are Available from the Venue, Howlin' Wolf (New Orleans), for \$50

Speculative/Fake Tickets


Fox Theatre - Boulder
1135 13th Street
Boulder, CO 80302

powered by ticketnetwork

Fox Theatre - Boulder Upcoming Events
Below is a list of upcoming events at Fox Theatre - Boulder. TicketNetwork offers a great worry-free guarantee so you can purchase with confidence.

Sort by **Date** ▾

Date	Event	Price
Saturday September 28th 8:00 PM	Odie Leigh Fox Theatre - Boulder - Boulder, CO	View Tickets
Saturday October 4th 8:00 PM	Kishi Bashi Fox Theatre - Boulder - Boulder, CO	View Tickets



The Fox Theatre Presents: The NO HANDS Tour
Joey Valence & Brae

SOLD OUT

Date
Oct 4, 2024

Event Starts
8:00 PM

Doors Open
7:00 PM

Venue
Fox Theatre

Ticket Prices
\$27.50 - \$29.50

On Sale
[On Sale Now](#)

Kishi Bashi "Tickets" Listed for Show That Does Not Exist
The Fox Theatre, Boulder, Colorado

Speculative/Fake Tickets

StubHub listing for Bonnie Raitt concert on Jan 11, 2024 at Cape Cod Melody Tent, Hyannis, MA. The listing shows a seating chart and a list of available tickets.

Seating Chart: The chart shows the Orchestra Pit (center) and various sections (A, B, C, D, E, G, H). The Orchestra Pit is highlighted in purple, indicating it is available.

Ticket List:

Section	Row	Price (each)
Section H	Row 20	\$321
Section H	Row 16	\$358
Section B	Row 22	\$370
Section Orchestra Pit	Row 40	\$1,406
Section Orchestra Pit	Row 30	\$1,690
Section Orchestra Pit	Row 5	\$3,395
Section Orchestra Pit	Row 4	\$3,963
Section Orchestra Pit	Row 1	\$5,668
Section B	Row 17	\$379

The ticket for Section Orchestra Pit, Row 1, priced at \$5,668 each, is circled in red, indicating it is the ticket being discussed in the context of speculative/fake tickets.

\$5,000 Orchestra Pit Ticket Listed on Stubhub for a Concert That Did Not Use their Orchestra Pit for This Show
Cape Cod Melody Tent, Hyannis, MA

Deceptive URLs and SEOs

Ticketsonsale.com · <https://www.ticketsonsale.com>

The Pabst Theater

Pabst Theater — 2024 Pabst Theater Milwaukee, WI Tickets. View Seating & Event Schedule Online. Buy...

Fall Sale: Up to 25% off Upcoming Events

Sponsored

Box Office Ticket Sales · <https://www.boxofficeticketsales.com>

Pabst Theater | Pabst Theater Tickets

Enjoy Our Secure, Effortless Ordering Process & Unmatched Customer Service. Order Online Or Call To Speak With An Experienced Ticket Representative. Last Minute Tickets.

Sponsored

Event Tickets Center, Inc · <https://www.eventticketscenter.com>

The Pabst Theater

Pabst Theater Tickets — Don't Miss Exciting Concerts and Events at Pabst Theater. View the Schedule & Buy Tickets.

Purchase Your Tickets · Pabst Theater Tickets · Venues In Milwaukee WI

Fall Sale: 10% off Pabst Theater! · Code FAN10

Sponsored

GoTickets · <https://www.gotickets.com>

Pabst Theater

Pabst Theater Milwaukee — Secure Your Seats Today for Events at Pabst Theater. Great Inventory & Secure Checkout.

The Pabst Theater Group · <https://www.pabsttheatergroup.com/events>

Events | The Pabst Theater Group

November 2024 · Dan and Phil · NICK LOWE & LOS STRAITJACKETS · Houndmouth · Skinbone · China Lights · BEAT · The Party Vault: Ghouls, Games, and Grooves

Official Pabst Theater Group Site Listed Fifth to Secondary Sites Milwaukee, Wisconsin

Sponsored

Box Office Ticket Sales · <https://www.boxofficeticketsales.com>

City Winery - New York City - Box Office Ticket Sales

Discover Live Events with Box Office Ticket Sales. Order Now. Instant Ticket Downloads. View Interactive Seat Maps. Order Online or by Phone. Last Minute Tickets. 100% Guaranteed Tickets. Instant Ticket Transfer.

Sponsored

Ticketsonsale.com · <https://www.ticketsonsale.com>

New York City Winery

View Schedules & Events — 2024 City Winery New York, NY Tickets. View Seating & Event Schedule Online.

★★★★★ Rating for ticketsonsale.com: 4.0 - 37,912 reviews

Buy Tickets Today · Event Schedule · Discount Tickets · City Winery

Fall Sale: Up to 25% off Upcoming Events

Sponsored

Vivid Seats · <https://www.vividseats.com>

City Winery NYC Tickets - View Schedule & Buy Tickets

Catch The Next Event at City Winery - New York City. Buy Tickets Now at Vivid Seats. Buy...

Concert Tickets · Theater Tickets · Jon B. · Micky Dolenz · Aimee Mann · The English Beat

Sponsored

Tickets Center · <https://www.tickets-center.com/>

City Winery NYC - New York Schedule & Tickets

View City Winery New York Schedule & Seating Chart. Secure New York Resale Tickets Online.

City Winery · <https://citywinery.com/new-york-city/events>

Upcoming Shows at City Winery New York City

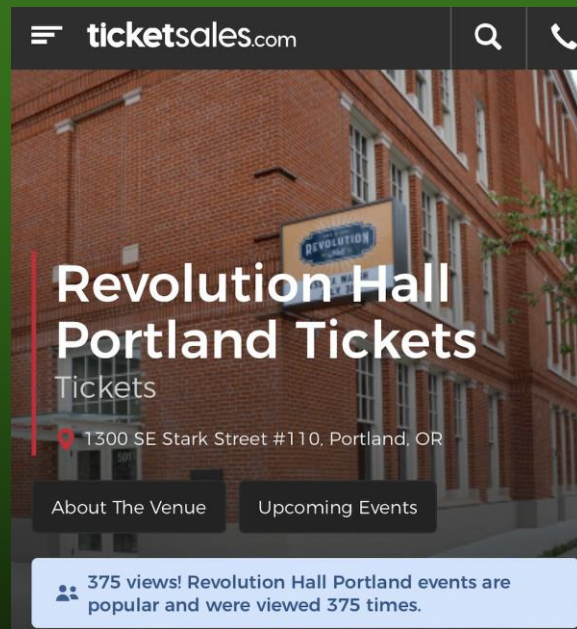
Become a Vinofile Member to buy advance tickets with no fees. Already a member? 25 11th Avenue (Pier

Official City Winery Site Listed Fifth to Secondary Sites New York, New York

Deceptive Marketing: Stolen Venue Imagery and IP



Revolution Hall Official Site
Portland, Oregon



Secondary Sites Misrepresenting Venue

Impact on Fans

“Got to the theater to find out my seats were already occupied...”

-Stubhub User,
Better Business
Bureau



“They're a scam... I paid \$203 for tickets that were \$25.00 each...”

-Vividseats User,
Better Business
Bureau



“Where is the consumer protection on this?”

-Stubhub User,
Better Business
Bureau



“I bought tickets from someone who didn't have tickets.”

-Vividseats User,
Better Business
Bureau



Impact on Industry

- ❑ Increased Drop Rates
- ❑ Fewer Shows Attended
- ❑ Fewer Bar Sales, Merch Sales, etc.
- ❑ Distrust Between Fans and Business Owners
- ❑ Money Out of the Live Ecosystem and Local Economy

Ticketing Toolbox for State Legislators

- ❑ Statewide Ban on Speculative & Fake Tickets
- ❑ Statewide Ban on Websites that Spoof Venue Box Offices & Artist Websites
- ❑ Require Face Value & Fees to Be Itemized At The Beginning of the Ticket Sale
- ❑ Require Professional Ticket Resellers to Register at the State Level

Ticketing Toolbox for State Legislators

Continued

- ☐ **Require Secondary Sellers to Refund Tickets That Don't Admit Fans to A Show**
- ☐ **State Agency Portal for Fans, Artists, and Venues to Report Violations of Ticketing Laws**
- ☐ **Strong Enforcement Provisions That Fine Violators**
- ☐ **Address Price Gouging on Resale Market**

Harmful Ticketing Provisions: Don't Protect Predators Over Consumers

- ❑ Unlimited Transferability for Predatory Resellers
- ❑ Forced Secondary Seller Access to Venue Ticketing Systems
- ❑ Requiring Venues to Share Private Ticketing Data with Predatory Resellers
- ❑ Allowing Speculative or Fake Tickets with Fine Print “Disclosures”
- ❑ Prohibitions on Specific Terms & Conditions and Delayed Ticket Transfer
- ❑ Allowing Predatory Resellers to Buy Tickets, Not Use Them, & Demand A Refund After the Show



Request Technical Assistance On State Ticketing Legislation

**Artist, Fan, & Music Venue Organizations can connect you to
your constituents to draft legislation for introduction or
review introduced legislation.**

advocacy@nivassoc.org



Fighting Against Corrupt Ticketing Act (FACT) Act Model State Legislation Summary

The **Fighting Against Corrupt Ticketing (FACT) Act** aims to enhance consumer protection in the event ticketing market by regulating the sale and resale of tickets, improving transparency, and preventing predatory and deceptive practices. Key provisions include:

Section-by-Section Summary of the FACT Act

1. **Section 1: Definitions**

Establishes key definitions, including primary ticket sellers, secondary ticket exchanges, speculative tickets, bots, and fan clubs, ensuring clarity for all parties involved in ticket sales.

2. **Section 2: Ticket Disclosure Requirements**

Requires primary sellers, issuers, secondary exchanges, and resellers to provide clear, itemized price details (including fees and taxes) and seat information before a buyer submits payment.

3. **Section 3: Prohibition of Speculative Ticket Sales**

Prohibits selling tickets that a reseller does not own or have under contract, preventing deceptive practices.

4. **Section 4: Presale Restrictions**

Prevents reselling tickets before their initial public or authorized presale release. Bars ticket resellers and exchanges from accessing and reselling fan club presale tickets.

5. **Section 5: Preserving Artist's Ability to Disincentivize Price Gouging**

Allows artists and venues to impose transfer restrictions if clearly disclosed. Tickets are considered licenses, and venues may set conditions, including purchase limits and conduct rules.

6. **Section 6: Refund Requirements**

Mandates full refunds (including fees) within 10 days if tickets are counterfeit, events are canceled, or tickets do not match their descriptions.

7. **Section 7: Ban on Deceptive URLs and Improper Use of IP**

Prohibits unauthorized use of artists' or venues' names, logos, and other intellectual property and bans misleading affiliations or claims of being "official" without consent.

8. **Section 8: Prohibition on Circumventing Ticket Limits**

Outlaws using bots or other methods to bypass online sales limits and security measures. Primary ticketing platforms must report attempts to evade restrictions.



9. **Section 9: Empowerment of Artists to Keep Tickets Affordable**

Empowers artists to prohibit price gouging of tickets (including fees) in the terms of conditions of each ticket.

10. **Section 10: Event Ticket Reseller Registration and Reporting**

Requires annual registration for resellers selling 100+ tickets above face value, excluding bulk season packages. Resellers must disclose identifying information and submit biannual sales reports.

11. **Section 11: Bond Requirements**

Obligates registered resellers to hold a minimum \$10,000 surety bond to cover consumer losses due to undelivered tickets or fraud.

12. **Section 12: Secondary Ticket Exchange Responsibilities**

Exchanges must verify reseller compliance, keep records, and report non-compliance. They must also submit biannual data on sales activities to the state agency.

13. **Section 13: Consumer Compensation**

If a reseller fails to deliver tickets, consumers can claim compensation (including travel expenses) from the reseller's bond, with the exchange overseeing the payment process.

14. **Section 14: Audit and Oversight**

Allows the state agency to conduct audits of resellers and exchanges, who must cooperate and provide records to ensure compliance.

15. **Section 15: Public Access to Registered Resellers**

Requires the state agency to maintain and publicly post an up-to-date registry of event ticket resellers and note any violations within the past five years.

16. **Section 16: Revocation of Registration**

Permits the state agency to revoke a reseller's registration for 1 to 5 years if they violate the Act.

17. **Section 17: Penalties and Enforcement**

Treats violations as unfair or deceptive acts. Imposes substantial daily and per-ticket fines, with increased penalties for intentional violations. Establishes a reporting mechanism for public complaints, requires annual enforcement reporting, and enables the agency to collect and enforce penalties.

The FACT Act seeks to balance consumer protections with the operational needs of ticket issuers, resellers, and venues, promoting transparency and fairness in the ticketing industry.



Ticketing Bill Checklist

Pro-fan Ticketing Bill

- ☒ **Statewide Ban on Speculative & Fake Tickets**
Prevents the sale of tickets that do not exist or cannot be validated.
- ☒ **Statewide Ban on Spoof Websites**
Bans sites that impersonate official venue or artist pages to mislead fans.
- ☒ **Transparency in Pricing**
Requires full itemization of ticket prices, including fees, at the beginning of the ticket sale.
- ☒ **Accountability for Professional Resellers**
Requires professional ticket resellers to register at the state level to ensure oversight.
- ☒ **Refunds for Invalid Tickets**
Mandates secondary sellers to refund fans if tickets do not allow entry to a show.
- ☒ **Consumer Protection Reporting Portal**
Establishes a state-level platform for fans, artists, and venues to report violations.
- ☒ **Enforcement and Penalties**
Provides strong enforcement provisions with fines for violators of the ticketing law.
- ☒ **Price Gouging Restrictions**
Regulates secondary ticket market prices to prevent price gouging and protect consumers.

Anti-fan Ticketing Bill

- ☒ **Unlimited Transferability for Resellers**
Allows secondary resellers to transfer tickets freely, enabling exploitation by scalpers.
- ☒ **Forced Access to Venue Data Systems for Resellers**
Requires venues to give back-end data access to secondary sellers, providing them with primary tickets and fan data.
- ☒ **Sharing of Private Ticketing Data**
Forces venues to disclose private ticketing data to secondary resellers, breaching consumer privacy.
- ☒ **Speculative or Fake Tickets with Fine Print**
Allows speculative or fake tickets to be sold if disclosed only in fine print, which may not be visible to fans.
- ☒ **Prohibited Terms and Conditions**
Bans consumer protections like delayed ticket transfers or restrictions on resale terms, often benefiting resellers at fans' expense.
- ☒ **Allowing Refunds After Non-Use of Tickets**
Enables resellers to buy tickets, skip the event, and still demand a refund, harming the venue and legitimate fans.



Fighting Against Corrupt Ticketing Act (FACT) Act

A Model for Protecting Fans, Artists, and Venues in [STATE]

Why [STATE] Needs the FACT Act

From soaring ticket markups to fake tickets and deceptive websites, predatory resale tactics harm fans, artists, venues, and local economies. Recent estimates show that **professional brokers control 65–90%** of ticket listings on secondary exchanges, while resale prices on some platforms have soared **over 100%** since 2019. Face-value tickets, by contrast, increased about **10%** in the same period. Fans often end up paying **47%** more on the secondary market, draining local spending and eroding trust in the live event experience.

While recent actions by the U.S. Department of Justice and State Attorneys General can address anti-competitive practices by Live Nation, strong state legislation like the FACT Act is essential for protecting fans from exploitation in the unregulated resale market.

Major Ticketing Challenges for Fans, Venues, and Local Communities

- **Ticket Scarcity & Inflation**
 - **Bulk Purchases by Scalpers:** Professional scalpers use bots and other tactics to buy large quantities of tickets, shutting out genuine fans.
 - **Excessive Markups:** Resale prices can skyrocket by **up to 7000%**, putting live events beyond the reach of most people.
 - **Hidden and Excessive Fees**
 - **Deceptive Advertising:** Fans often don't see the true cost until they check out, leading to "sticker shock."
 - **Eroded Trust:** Last-minute fees damage relationships between fans, venues, and ticketing platforms.
 - **Fake & Speculative Tickets**
 - **Non-Existent Sales:** Some resellers list tickets they don't actually possess, resulting in fans paying for seats that never existed.
 - **Consumer Harm:** This practice leads to financial loss and disappointment at the door when the tickets fail to scan.
-



- **Reduced In-House Revenue**
 - **Discouraged Attendance:** Overpriced resale tickets can lead to unsold seats.
 - **Lost Venue Profits:** Concessions, merchandise, and other venue-based income suffer when fewer fans attend.
 - **Damage to Reputation**
 - **Misplaced Blame:** Fans who overpay—or who are turned away with invalid tickets—often blame the venue, promoter, or artist, rather than the scalper.
 - **Fan Resentment:** Artists want affordable events; inflated prices can alienate loyal fans.
 - **Lost Local Economic Activity & Economic Drain**
 - **Outside Operators:** Scalpers typically operate from outside the community, so they don't pay local taxes or reinvest in local services.
 - **Reduced Spending Power:** Overpaying for tickets leaves fans with less money to spend at local bars, restaurants, and shops, hurting nearby businesses.
 - **Limited Control Over Pricing & Distribution**
 - **Undermined Venue Strategies:** Scalpers disrupt the balance venues try to achieve between affordability and profitability.
 - **Diminished Promotion Efforts:** Efforts to keep shows accessible are undercut, reducing the overall benefit live events bring to local communities.
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Key Solutions in the FACT Act

1. **Ban on Speculative Tickets**
 - a. Resellers must actually possess tickets they list, preventing fraudulent sales and unscrupulous “phantom” listings.
 2. **Up-Front Pricing**
 - a. Full disclosure of all fees and taxes at the start of any transaction ensures fans know the total cost immediately.
 3. **Anti-Deceptive Measures**
 - a. No more fake box office URLs or ads using unlicensed artist/venue images. Clear branding reduces consumer confusion.
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4. Artist-Driven Pricing Freedom

- a. **Artists and venues retain the freedom to set the terms for how their tickets may be resold**, preventing profiteering from secondary markets far beyond the artist's intended price.
- b. Fans can still resell tickets when needed, but large-scale scalpers can't gouge prices or undermine the artist's vision for affordable shows.

5. Bot Use Prohibited

- a. Automated software that hoards tickets before real fans can buy is explicitly outlawed.

6. Registration and Bonding

- a. High-volume resellers must register with [STATE] and post a bond to protect consumers in case of fraud or non-delivery, ensuring real accountability.

Why It Works for [STATE]

- **Protects Local Consumers:** Fans in [STATE] get a fair shot at face-value tickets, free from inflated prices.
- **Bolsters the Local Economy:** When fewer dollars go to scalpers, fans can spend more on local businesses around venues (restaurants, hotels, etc.).
- **Preserves Trust:** Artists rely on loyal fans returning to their shows; eliminating scams strengthens that relationship.
- **Restores Fair Competition:** By addressing predatory resale practices and empowering creators to set fair terms, the FACT Act ensures a healthier entertainment marketplace for all.



Refuting Misleading Scalper Arguments

- **“Resale Is Just Competition”**: Large brokers use bots and bulk purchasing to monopolize tickets, artificially driving up prices. This isn’t fair competition—it’s exploitation. The real competition for Live Nation are the independent venues, promoters, festivals, and performing arts centers that scalpers harm each day.
- **“We’re Doing This For The Fans”**: In reality, many “consumer groups” are just funded by ticket resale platforms that are multibillion-dollar operations with nationwide reach. Small businesses, artists, and genuine consumers suffer when scammers dominate the market.
- **“We Should Have Freedom to Charge As High A Price As We Want”**: The FACT Act protects legitimate fan-to-fan sales while giving artists and venues the option to stop large-scale, unauthorized markups that lock out regular people.
- **“Speculative Tickets Aren’t Fake Tickets”**: Speculative tickets are fake by definition—sellers don’t possess them. Consumers risk paying for a seat that may never exist, leading to frustration and financial loss.

Support the FACT Act in [STATE]

By curbing deceptive practices, upholding artist-driven pricing, and eliminating ticket fraud, the FACT Act prioritizes genuine fans, supports local business, and ensures that **even as monopolistic abuses are addressed at broader levels, our [STATE] remains protected** from unscrupulous scalpers. **Urge your fellow legislators** in [STATE] to pass the FACT Act—*because everyone deserves a fair shot at the live events they love.*