

1 A bill to be entitled
2 An act relating to ticket sales and resales; providing
3 a short title; creating s. 817.362, F.S.; providing
4 definitions; requiring operators, ticket resellers,
5 and online ticket marketplaces to disclose specified
6 information during the ticket listing and purchasing
7 process; requiring ticket resellers and online ticket
8 marketplaces to provide to purchasers proof of
9 purchase that includes specified information within a
10 specified period of time; prohibiting specified
11 practices by online ticket marketplaces and ticket
12 resellers; providing applicability; prohibiting
13 persons from taking specified actions relating to the
14 use of Internet domain names and ticket purchases
15 under certain conditions; providing conditions under
16 which tickets may not be sold; authorizing the
17 Secretary of Commerce to receive specified information
18 about technology and security measures from online
19 ticket marketplaces; providing that trade secrets
20 received by the secretary remain confidential when
21 shared with the attorney general; authorizing the
22 secretary to enforce certain provisions; providing an
23 effective date.

24
25 Be It Enacted by the Legislature of the State of Florida:

26
27 **Section 1.** This act may be cited as the "Transparency and
28 Improvement in Consumer Knowledge for Entertainment Ticketing
29 (TICKET) Act."

30 **Section 2. Section 817.362, Florida Statutes, is created**
31 **to read:**

32 817.362 Sale and resale of tickets at entertainment
33 venues.-

34 (1) As used in this section, the term:

35 (a) "Entertainment" means theatrical or operatic
36 performances, concerts, motion pictures, entertainment at
37 fairgrounds, amusement parks, athletic competitions, and other
38 sports, and includes all other forms of diversion, recreation,
39 or show.

40 (b) "Internet domain name" has the same meaning as
41 provided in s. 668.602.

42 (c) "Online ticket marketplace" means the administrator of
43 a website or other electronic service, including an agent,
44 employee, or assignee of the administrator, that sells tickets
45 or maintains a platform to facilitate the sale of tickets.

46 (d) "Operator" means a person, including an agent,
47 employee, or assignee of the person, who:

- 48 1. Owns, operates, or controls a place of entertainment;
49 2. Produces entertainment; or
50 3. Sells a ticket to a place of entertainment for sale but

51 who does not resell tickets.

52 (e) "Place of entertainment" means an entertainment venue,
53 including an amphitheater, theater, stadium, arena, racetrack,
54 museum, amusement park, facility, club, or other place where
55 performances, concerts, exhibits, athletic games, contests, or
56 other forms of entertainment are held. The term does not include
57 movie theaters.

58 (f) "Secretary" means the Secretary of Commerce.

59 (g) "Ticket reseller" means a person who offers a ticket
60 for sale or resale to an entertainment event located in this
61 state and includes an operator to the extent that the operator
62 offers or sells tickets for resale. Sales by a ticket reseller
63 include sales by any means, including in person or by telephone,
64 mail, delivery service, facsimile, Internet, e-mail, or other
65 electronic means. A ticket reseller does not include a person
66 who purchases a ticket solely for the person's own use or the
67 use of the person's invitees, employees, or agents.

68 (2) (a) An operator, ticket reseller, or online ticket
69 marketplace must, at all times during the ticket listing and
70 purchasing process, disclose to purchasers in an easily readable
71 and conspicuous manner and express in dollars:

72 1. The total cost of the ticket, including all taxes,
73 fees, and surcharges that must be paid to purchase the ticket.

74 2. The portion of the ticket price that represents a
75 service charge.

76 3. Any other taxes, fees, or surcharges charged to the
77 purchaser.

78 (b) The disclosure of subtotals, fees, charges, and all
79 other components of the total price may not be false or
80 misleading and may not be presented more prominently or in the
81 same or larger font than the total price. The disclosure of
82 subtotals, fees, charges, and all other components of the total
83 price may be displayed in a manner that allows the purchaser to
84 hide or minimize the itemized list. The price of a ticket must
85 not increase with respect to a particular person after the
86 ticket is first displayed to the person, excluding reasonable
87 fees for the delivery of nonelectronic tickets based on the
88 delivery method selected by the purchaser and any additional
89 purchases made by the purchaser, which must be disclosed before
90 accepting payment.

91 (c) Each ticket reseller and online ticket marketplace
92 must disclose in an easily readable and conspicuous manner on
93 the website or electronic service of the ticket reseller or
94 online ticket marketplace:

95 1. That the website or electronic service is owned or
96 operated by a ticket reseller or online ticket marketplace and
97 that the price of a resale ticket offered for sale may be higher
98 or lower than the original purchase price.

99 2. That the purchaser is responsible for checking with the
100 place of entertainment for information on changes to the event

101 or cancellations prior to the event's start time.

102 3. The refund policy of the ticket reseller or online
103 ticket marketplace. A ticket reseller or online ticket
104 marketplace must require a purchaser to confirm having read the
105 disclosures required by this paragraph before completing a
106 transaction.

107 (d) Each ticket reseller or online ticket marketplace must
108 provide to the purchaser proof of purchase, which must include
109 all event and ticket information, within 24 hours of the
110 purchase, including:

111 1. That the purchaser is responsible for checking with the
112 place of entertainment for information on changes to the event
113 or cancellations before the event's start time.

114 2. The refund policy of the ticket reseller or online
115 ticket marketplace.

116 (e) An online ticket marketplace may not use any
117 combination of texts, images, trademarks, copyrights, web
118 designs, or Internet addresses that are identical or
119 substantially similar to texts, images, trademarks, copyrights,
120 web designs, or Internet addresses associated with a place of
121 entertainment without the written permission of the place of
122 entertainment duly authorized to provide the permission. This
123 paragraph does not prohibit an online ticket marketplace from
124 using text containing the name of a place of entertainment or of
125 an event in order to describe the location of the event or the

126 event itself. This paragraph does not prohibit an online ticket
127 marketplace from providing information or images identifying the
128 specific seat or area the purchaser will occupy in the place of
129 entertainment.

130 (f) Paragraphs (a)-(d) apply only to operators, ticket
131 resellers, and online ticket marketplaces that engaged in annual
132 aggregate transactions that were equal to or greater than \$5,000
133 in the most recent fiscal year.

134 (3) (a) A ticket reseller or online ticket marketplace may
135 not:

136 1. Sell or offer to sell more than one copy of the same
137 ticket to a place of entertainment;

138 2. Directly or indirectly employ another person to wait in
139 line to purchase tickets for the purpose of reselling the
140 tickets if the practice is prohibited or if the place of
141 entertainment has posted a policy prohibiting the practice;

142 3. Sell or offer to sell a ticket without first informing
143 the person of the location of the place of entertainment and the
144 ticket's assigned seat, including the seat number, row, and
145 section number of the seat;

146 4. Sell or offer to sell a ticket for which there is no
147 assigned seat without first informing the person of the general
148 admission area to which the ticket corresponds; or

149 5. Advertise, offer for sale, or contract for the sale of
150 a ticket before the ticket has been made available to the

151 public, including via presale, without first obtaining
152 permission from the place of entertainment and having actual or
153 constructive possession of the ticket, unless the ticket
154 reseller owns the ticket pursuant to a season ticket package
155 purchased by the ticket reseller.

156 (b) A person may not use or cause to be used an Internet
157 domain name or subdomain thereof in an operator, ticket
158 reseller, or online ticket marketplace website's uniform
159 resource locator (URL) that contains any of the following,
160 unless acting on behalf of the place of entertainment, event, or
161 person scheduled to perform or appear at the event:

162 1. The name of a place of entertainment;

163 2. The name of an event, including the name of a person
164 scheduled to perform or appear at the event; or

165 3. A name substantially similar to those described in
166 subparagraphs 1. and 2.

167 (c) A person may not:

168 1. Circumvent any portion of the process for purchasing a
169 ticket on the Internet or for admission to a place of
170 entertainment, including security or identity validation
171 measures or an access control system; or

172 2. Disguise the identity of a purchaser to purchase a
173 number of tickets for admission to a place of entertainment that
174 exceeds the maximum number of tickets allowed for purchase by a
175 person.

176 (d) A person may not sell a ticket obtained in violation
177 of paragraph (c) if the person:

178 1. Participated in or had the ability to control the
179 conduct committed in violation of paragraph (c); or

180 2. Knew that the ticket was acquired in violation of
181 paragraph (c).

182 (e) An operator, online ticket marketplace, or ticket
183 reseller may not sell a ticket unless:

184 1. The ticket is in the possession or constructive
185 possession of the operator, online ticket marketplace, or ticket
186 reseller; or

187 2. The operator, online ticket marketplace, or ticket
188 reseller has a written contract with the place of entertainment
189 to obtain the ticket.

190 (f) Pursuant to 15 U.S.C. s. 45c, an online ticket
191 purchasing market may not circumvent a security measure, access
192 control system, or other technological control measure to
193 enforce posted event ticket purchasing limits or to maintain the
194 integrity of posted online ticket purchasing order rules.

195 (4) If the secretary requests, an online ticket
196 marketplace must disclose information about technology and
197 security methods used in any alleged violation of paragraph
198 (3) (f). Any information the secretary receives under this
199 subsection including information that is considered a trade
200 secret may be shared with the attorney general and any portion

201 | of the material which is considered a trade secret remains
202 | confidential pursuant to s. 119.0715.

203 | (5) The secretary or his or her designee may enforce the
204 | provisions of this section.

205 | **Section 3.** This act shall take effect July 1, 2025.