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3 AMENDMENT TO HB265
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8 On page 4, after line 26, insert the following new
9 subsections (e) and (f):

10 (e) With respect to tickets that are being offered
11 for resale, a ticket platform must do all of the following:

12 (1) Maintain a toll-free telephone number for
13 complaints and inquiries.

14 (2) Implement a standard refund policy that provides
15 a ticket purchaser a full refund or comparable replacement
16 tickets under any of the following circumstances:

17 a. The event is canceled and not rescheduled.

18 b. The ticket received by the purchaser is
19 counterfeit.

20 c. The ticket has been canceled by the ticket issuer
21 for non-payment by the original purchaser or for any reason
22 other than an act or omission of the purchaser.

23 d. The ticket fails to conform to the description
24 provided by the reseller.

25 e. The ticket was not delivered to the purchaser
26 prior to the occurrence of the event, unless such failure of
27 delivery was due to an act or omission of the purchaser.

1 f. The ticket does not provide the consumer
2 admission to the event for which it was purchased.

3 (3) The refund shall include the full price paid by
4 the consumer for the ticket, in addition to all fees charged
5 in connection with that purchase, including, but not limited
6 to, download, delivery, and shipping fees.

7 (f) Nothing in this section shall prohibit a ticket
8 issuer or ticket platform from taking reasonable steps to
9 remediate incidents of fraud or from implementing consumer
10 protection policies that exceed the minimum standards set
11 forth in this section.