



NEW YORK STATE SENATOR

Phil Boyle

Senator Boyle Introduces Measure to Increase Transparency of Online Ticket Resale Sites

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New York State Senator Phil Boyle (R-C-I, Bay Shore) has introduced legislation ([S6280](#)) to protect consumers by mandating online ticket resale companies disclose whether or not a ticket for resale has a physical seat location or is for general standing admission.

Senator Boyle, Chair of the Senate's Commerce, Economic Development and Small Business Committee, said, "Too often when consumers go on ticket resale sites, they are being misled

about what they're buying, which is both unacceptable and fraudulent. My wife and I have even been victims of this practice ourselves, purchasing concert tickets from StubHub. The site clearly stated that we were purchasing seated tickets – next to one another – and even provided a photo of the seats. Only upon arriving at the venue were we informed that our expensive tickets were in fact standing general admission. When we called to complain we were told by a company representative that we would not be receiving a refund and that we should understand that sometimes a seat is not a seat.”

This new proposal seeks to protect consumers from unknowingly buying general standing admission tickets that require them to stand for the duration of an event. Under the provisions of the bill, both the original seller and ticket resellers would be required to disclose to the purchaser on their website whether or not there are actual seats. Companies that fail to disclose this information would be required to refund customers and would also be liable for a civil penalty.

“The ticket resale market is a huge industry and companies, including StubHub, must make it abundantly clear to consumers what they are buying,” Senator Boyle said.