

Massachusetts H. 373- An Act to modernize the issuance and sale of sports and entertainment tickets

SUPPORT TESTIMONY

July 21, 2023

Dear Senate Chair Cronin, House Chair Chan and Members of Joint Committee on Consumer Protection and Professional Licensure:

NetChoice enthusiastically supports H. 373 and asks the Committee to advance this much-needed legislation.

Increasingly, consumers are facing restrictions on the transferability of the tickets they rightfully purchase. These restrictions are unilaterally dictated by the ticket issuer and may prevent fans from giving away their tickets to friends and family altogether, or more likely, require that all transfer/resale occur through the platform where the tickets were originally purchased. Such actions punish consumers and lead to a market with less choice and higher prices.

H. 373 puts Massachusetts consumers in control. The legislation ensures that they always have the right to buy a fully transferable ticket. At the same time, the legislation includes a number of important consumer protection requirements. Under H. 373, consumers would be entitled to a full refund if:

- The event ticket does not provide access to the event or venue of the event, provided the date and time of the event are correct on the event ticket
- The event ticket was not delivered to the consumer prior to the occurrence of the event, unless such failure of delivery was due to any act or omission of the consumer.
- The event ticket has been canceled by the ticket issuer for non-payment by the original purchaser, or for any reason other than an act or omission of the consumer.
- The event ticket materially and to the detriment of the consumer fails to conform to the description provided to the consumer

H. 373 will help fans and citizens throughout Massachusetts enjoy choice, convenience, and competition in the primary and secondary markets for event tickets. When fans have control, fans win. We thank the sponsors for promoting consumer choice and competition and ask the Committee for its support in advancing the legislation.

* * *

Because of all the benefits of H. 373 we ask that you support passage.

As ever, we offer ourselves as a resource to discuss any of these issues with you in further detail, and we appreciate the opportunity to provide the committee with our thoughts on this important matter.

Sincerely,

Carl Szabo
Vice President & General Counsel, NetChoice

NetChoice is a trade association that works to make the internet safe for free enterprise and free expression.