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S.F. No. 2003 – Regulations for ticket sales (as amended by the A11)

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Date: February 28, 2024

S.F. 2003 defines “commissioner,” “entertainment,” “internet domain name,” “online ticket marketplace,” “operator,” “person,” “place of entertainment,” “ticket,” “ticket reseller,” and “URL.”

The bill requires operators, ticket resellers, or online ticket marketplaces to provide certain disclosures during the ticket purchase process and after the sale of the tickets. The disclosures require that an operator, ticket reseller, or online ticket marketplace must display at all times during the purchase process the total cost of the ticket, including all fees and surcharges. Ticket resellers and online ticket marketplaces must also disclose that the purchaser is responsible for checking with the place of entertainment for any changes or cancellations to the entertainment, and their refund policy.

The bill creates several prohibitions for ticket resellers, online ticket marketplaces, and persons. A ticket reseller or online ticket marketplace must not sell more than one copy of a ticket or employ another person to wait in line if it is prohibited by the place of entertainment. The bill requires ticket resellers and online ticket marketplaces to provide the location of the place of entertainment and the location of the ticket’s assigned seat. A person may not use an internet domain name or subdomain that includes the name of the place of entertainment, the name of an event, or a name substantially similar, unless acting on behalf of the place of entertainment or person performing at the event.

The bill also prohibits a person from circumventing the process for purchasing tickets or from circumventing security systems used by online ticket marketplaces to enforce purchasing limits.

Online ticket marketplaces must disclose to the commissioner information related to specific uses of technology. The commissioner may enforce this section.