



TICKET BUYER BILL OF RIGHTS

The Ticket Buyer's Bill of Rights
is Endorsed by:



Consumer Federation of America



Consumer Federation of California



BOSS and SWIFT ACT - Comprehensive Legislation to Reform the Live Event Ticket Market for Consumers

We encourage Members of the House of Representatives to cosponsor the BOSS and SWIFT Act to help improve transparency in live event ticketing, protect fans and ticket holders, and ensure the market where consumers buy tickets is safe and competitive. Of all the ticketing bills introduced in Congress this year, the BOSS and SWIFT Act is the most comprehensive and will require all corporate players in the system to reform for the sake of fans and to be held more accountable. This pro-consumer legislation will require change for the better from sports teams, concert promoters, artist management companies, and music venues, to ticket sellers and resellers.

The BOSS and SWIFT Act will make the market more transparent, fair, competitive, and protected. This bill is not designed to satisfy any one segment of the business of ticketing - it was written with consumers in mind. The primary and secondary markets for live event tickets are growing by the billions, and the BOSS and SWIFT Act will appropriately regulate primary ticketing companies like Live Nation's Ticketmaster and AEG's AXS along with secondary ticketing marketplaces like SeatGeek, StubHub, Vivid Seats, Tick Pick, Gametime, and others.

The bill will require:

- Upfront, All In Pricing
- Refund guarantees
- Prohibitions on tying ticket transfer to a single company's proprietary systems
- Protections allowing ticket holders to give away or sell their tickets
- Ending deceptive ticket holdbacks by requiring primary ticket sellers to disclose the actual number of tickets that are available and that will go on sale in the future
- Ending deceptive forms of speculative ticketing by requiring secondary markets to disclose that a seller does not currently possess the ticket
- Venues to abstain from discriminating against ticket holders and denying their entry on the basis that their ticket was purchased by a seller other than their own
- Protecting a ticket holders' ability to set the price if they choose to sell their tickets - whether less or more than the price they initially paid - without interference

The BOSS and SWIFT Act is worthy of your support. When entrenched interests in the system are not happy with a bill, it is likely because it will force them to level the playing field for their competitors and for consumers, ultimately resulting in a more fair and equitable marketplace. Recently in state legislatures, venues, and ticket sellers have opposed measures to require greater transparency when tickets initially go on sale, and the reporting of illegal software bots used nefariously in ticket buying. This is evidence of why a federal law like the BOSS and SWIFT is needed.



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The Right to...	BOSS SWIFT Act	TICKETS Act	Fix the Tix Proposal
Transferability	Protects fans' rights to transfer their tickets.	Doesn't address ticket transfer.	Restricts fans' ability to transfer tickets to friends and loved ones or resell their tickets.
Transparency	Requires all-in pricing. Requires ticket procurement service disclosures. Requires ticket holdback disclosures. Prohibits resellers from using deceptive URLs and imagery.	Requires all-in pricing. Requires speculative ticketing disclosures.	Requires all-in pricing. Prohibits ticket procurement services. Keeps the number of available tickets hidden. Prohibits resellers from using deceptive URLs and imagery.
Set the Price	Protects fans against price floors. Allows fans the freedom to sell their ticket.	Doesn't address pricing controls.	Prevents fans from reselling their tickets for market price.
Fair Marketplace	Strengthens the BOTS Act and requires reporting of all bot attacks.	Doesn't address bots.	Strengthens the BOTS Act and requires reporting of all bot attacks.
Recourse	Grants fans a private right of action.	Only grants the FTC enforcement authority.	Only grants the FTC and State Attorneys General enforcement authority.
Other Provisions	Does not preempt state laws.		Requires resellers to share private customer data with the primary market. Seeks to preempt state law.