

ENTERTAINMENT, ART AND LEISURE

Entertainment and Sporting Events; Ticket Refunds

Wisconsin Statutes section 100.173 regulates ticket refunds for entertainment or sporting events that are cancelled or postponed. The law does not apply to sporting events between school teams, or teams that are part of an established sports league.

- A promoter must refund the ticket purchase price for an event that is cancelled or rescheduled (other than for inclement weather). The promoter may deduct a service charge of \$5 or 20 percent, whichever is less. But the promoter must disclose the potential deduction when the consumer buys the ticket. There are special provisions for nonprofit, tax-exempt organizations.
- The promoter must make the refund within 60 days after the consumer presents the ticket to the promoter. If an event is cancelled, the consumer has 90 days after the cancellation date to present the ticket for a refund. If an event is rescheduled, the consumer has 30 days from the originally scheduled date to present the ticket for a refund.
- The Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) administers the ticket refund law. DATCP may take court action against law violators, with help from the Department of Justice and district attorneys. DATCP may seek court injunctions, restitution and civil forfeitures of up to \$200 per violation. DATCP may also seek a court order requiring a promoter to deposit money to an escrow account to cover potential refund demands.