

TICKET RESALES

Under the *Ticket Sales Act, 2017*, S.O. 2017, c. 33, Sched. 3 (the *Ticket Sales Act, 2017*), tickets can be resold at above face value in Ontario if the reseller offers a refund under certain conditions, or if the ticket is valid. Ticket resellers operating outside of Ontario are not subject to the *Ticket Sales Act*. For full information, visit:
www.ontario.ca/page/buying-tickets-events-ontario.

It is difficult to determine if a reseller is complying with the *Ticket Sales Act, 2017*. We recommend purchasing tickets for performances at the City of Brampton's performing arts venues directly from the City Box Office in person, by phone at 905-874-2800, or online at www.RoseTheatre.ca. Tickets may also be available through the TodayTix mobile app. Patrons purchasing tickets through a reseller should exercise due diligence.

The City of Brampton is committed to ensuring the quality of service provided to patrons. We will:

- Sell a maximum of 4 tickets in a single transaction online
- Monitor companies reselling City of Brampton tickets
- Deactivate known ticket reseller accounts
- Limit ticket sales to buyers outside of Ontario
- Report suspected illegal reseller activity to the Ministry of Government and Consumer Services
- Ensure that our site remains verified on Google (most frequently used search engine)

What patrons can do if they purchased a ticket through a reseller who is suspected to be in violation of the *Ticket Sales Act, 2017*:

- Provide full details to the City of Brampton Box Office
- Contact the reseller to request a refund*
- Contact their credit card company to dispute charges*
- File a complaint with the Ministry of Government and Consumer Services:
www.ontario.ca/page/filing-consumer-complaint#section-4
- Local police can be contacted if a reseller located in their jurisdiction is suspected to be in violation of the *Ticket Sales Act, 2017*.

*If a ticket purchased from a reseller is used to attend an event, resellers and credit card companies may refuse to issue a refund.

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