

From: **Nussbaum, Andrew - TOURISM** <[ANussbaum@travelwisconsin.com](mailto:ANussbaum@travelwisconsin.com)>  
Date: Wed, Apr 1, 2020 at 6:34 PM  
Subject: Obtaining a Ticket Refund during the COVID-19 Pandemic - DATCP guidelines  
To: Nussbaum, Andrew - TOURISM <[ANussbaum@travelwisconsin.com](mailto:ANussbaum@travelwisconsin.com)>

Had questions about ticket refunds for events ..... here's the info from DATCP .....

The Wisconsin **Department of Agriculture, Trade, and Consumer Protection** released some guidelines for people who had tickets for events rescheduled as a result of the COVID-19 pandemic.

Under state law, consumers are protected from losing *most* prepaid admissions fees for entertainment and sporting events in Wisconsin. When an event is cancelled or rescheduled, promoters are required to refund the price of the event. However, this does not cover competitive sports activities between schools or within sports leagues. Check with their individual websites for their policies.

For *most* **cancelled events**, ticket purchases must present their tickets to the promoter no later than 90 days after the event, and the promoter must issue a refund no later than 60 days after you present a ticket. The promoter may be different from the person or company you purchased the ticket from.

For *most* **rescheduled events**, ticket holders must present tickets to the promoter no later than 30 days after the date that the event was originally to be held. The promoter must provide a refund no later than 60 days after you present a ticket.

Any questions should be referred to DATCP's Consumer Protection Hotline at 1-800-422-7128, or to [DATCPHotline@wisconsin.gov](mailto:DATCPHotline@wisconsin.gov).

**Andrew Nussbaum**  
Regional Tourism Specialist  
Wisconsin Department of Tourism  
PO Box 803  
Beaver Dam, WI 53916  
(715) 299-5422  
[Industry.Travelwisconsin.com](http://Industry.Travelwisconsin.com)