

February 14, 2024

## **Support SB 539 with amendments**

For 129 years, Lyric Baltimore has provided the people of the Baltimore region and the State of Maryland with world class entertainment on our historic stage. We strongly support protecting ticket purchasers from the unscrupulous actors who prey upon our patrons. Speculative ticketing is a scourge of our industry. When a ticket buyer comes to our venue with problematic tickets, they take out their frustration on our staff and attack our good name, even though we had nothing to do with the fraudulent ticket sale. The ticket buyer has been the victim of bad actors, usually from out of state, and sadly have no recourse.

As a ticket issuer, we want to be the place, either online or in person, where tickets for our venue are purchased. That is the only way we can guarantee that the ticket is legitimate. Further that direct connection allows the Lyric to contact the ticket purchaser with “Know Before You Go” information regarding special conditions set by the artist or promoter, or local road closures or other local impacts. The contact information supplied at purchase is the only way Lyric Baltimore can advise of a delay, postponement or cancellation.

While Lyric Baltimore supports the aims of this bill, there are problems that we believe the sponsor can address through amendments. The requirements on page 3 Section C line 16-19 is impractical and burdensome for the venue. As a non-profit with two full-time box-office employees, requiring Lyric Baltimore to receive and store information from an unknown number of secondary ticket sources regarding resold tickets is unacceptable. This bill places the substantial burden of an unknown number of hours of time on our staff, an unknown and uncompensated expense on our non-profit and the impossible task of the verification of an unknown number of ticket purchasers and third-party resellers. I ask that this section be stricken from this bill.