



33 West Street
Annapolis, MD 21041

Friday, February 6, 2026

Dear Delegate Woods and Members of the Committee,

My name is Laura Price, and I have served as the Director of Marketing and Ticketing for Rams Head On Stage and Rams Head Presents in Annapolis, Maryland for the past 13 years. In that time, I have overseen ticketing for approximately 350 concerts per year, primarily at Rams Head On Stage, as well as events held at Maryland Hall, St. John's College, and the Annapolis Songwriters Festival, which is now in its fifth year.

I am in support of Bill HB0077. I've seen firsthand the negative effects of the ticket reseller industry for as long as I've held this position.

I am writing to express serious concerns about the impact of unregulated ticket resale practices on consumers, artists, and independently operated venues like ours. While ticket resale has long existed, the current environment allows third-party resellers to operate in ways that are misleading, harmful, and entirely disconnected from the original intent of live event pricing.

One of the most damaging issues is consumer deception. When a patron searches for tickets online, paid advertisements for resale sites often appear before the official venue or artist website. These sites are designed to closely resemble official ticketing pages, leading many buyers to believe they are purchasing directly from the venue. When they later discover they paid \$300 or \$400 for a ticket with a face value of \$40, the frustration and blame are directed at us, despite the venue having no control over that transaction.

Excessive markups also undermine trust in the live entertainment ecosystem. Artists and venues set ticket prices intentionally, balancing accessibility with the financial realities of producing events. When resellers list tickets at extreme prices, it creates the false impression that venues are exploiting audiences, damages long-term relationships with fans, and discourages future attendance.

Additionally, resale platforms often lack transparency around fees, refund policies, and event changes, further confusing and disadvantaging consumers. Venues are left to handle customer service fallout for transactions we did not authorize, benefit from, or even see.

Reasonable caps on resale pricing would protect consumers from predatory practices, restore transparency, and ensure that live events remain accessible to the communities they are meant to serve.

Thank you for considering the real-world impact of this issue on venues, artists, and ticket buyers alike.