

OHIO

Ticket refund help available

Staff report

The novel coronavirus pandemic has caused the cancellation of thousands of events across the country and the Ohio Attorney General's Office stated it wants to help state residents get their ticket refunds.

According to a news release from the attorney general's office, Ohio's consumer protection laws may



Yost

of purchase.

The office stated that most venues, performers and sports teams are work-

provide an avenue for residents to obtain refunds, depending on the cancellation and refund policies in place at the time

ing to reschedule events and will honor the original tickets on the new dates.

When events cannot be rescheduled, ticket sellers have generally refunded the ticket price, including most fees, or issued credits for future ticket purchases.

Ohio residents who bought tickets for events that were canceled and not rescheduled should first contact the ticket seller to request refunds. If those

attempts are unsuccessful, they can submit complaints to the Ohio Attorney General's Office at 800-282-0515 or OhioProtects.org.

According to the release, Attorney General Dave Yost's Consumer Protection Section "actively monitors complaints and offers an informal dispute resolution program in an effort to resolve disagreements between consumers and sellers."

If a business violates state consumer protection laws and refuses to remedy the situation, the attorney general may pursue enforcement action in court, according to the release.

"We're ready to go to bat for you if you're stuck in refund limbo," Yost said in a statement.

"Give us a call because we might be able to help get your money back."