

What to Know About Third-Party Ticket Resales in New York

We are sorry if you purchased tickets from a third-party resale website and are having trouble with your order.

Hudson Valley Shakespeare Festival, Inc. d/b/a Hudson Valley Shakespeare (“HVS”) sells tickets only through official HVS sales channels, including the HVS Box Office and HVS’s official website at hvshakespeare.org. HVS does not have any authorized ticket resellers. Third-party resale websites, ticket marketplaces, brokers, and other third-party sellers are not HVS sales channels.

Some third-party sellers list HVS tickets at prices far above the official HVS ticket price. These listings may include large markups, added fees, inaccurate descriptions, or tickets that the seller does not actually have at the time of sale. New York law generally requires online resale marketplaces to disclose the established ticket price, sometimes called the face value or official ticket price, before purchase, so buyers can see when a ticket is being sold at a markup.

If you purchased from a third-party seller or resale platform, HVS may not be able to verify the ticket, replace it, refund it, or admit you with it. This is especially true if the ticket is invalid, duplicated, altered, canceled, fraudulent, or was never properly issued by HVS. HVS did not receive the amount you paid to the third-party seller and does not control that seller’s refund process.

If you send us the ticket or order information you received, HVS may be able to review it and tell you whether it appears in our ticketing system. That review does not guarantee admission, and all tickets remain subject to validation by HVS at the time of entry.

New York law generally requires ticket resellers and resale platforms to provide certain consumer protections. Depending on the facts, these may include:

- Clear disclosure of the total ticket price, including required fees, before purchase.
- Disclosure of the established ticket price, sometimes called the face value or official ticket price, before purchase, so buyers can see when a ticket is being sold at a markup.
- A refund guarantee if the event is canceled, if the ticket does not admit you to the event, or if the ticket does not match how it was advertised.
- Disclosure when a reseller does not have the ticket in hand or does not have a contract to obtain it.
- Restrictions on using automated ticket-purchasing software to buy tickets.

If you believe you were misled, overcharged, sold an invalid ticket, or sold a ticket that was not accurately described, you should contact the seller or resale platform immediately and request a refund. You may also wish to contact your credit card company or payment provider, and consider filing a complaint with the New York State Attorney General or the New York State Department of State.

For future purchases, the safest way to buy HVS tickets is directly through official HVS sales channels. HVS can only guarantee tickets purchased directly through HVS.