

**UNITED STATES OF AMERICA**  
**DEPARTMENT OF TRANSPORTATION**  
**OFFICE OF THE SECRETARY**  
**WASHINGTON, DC**

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**Notice to Consumers Purchasing Tickets to  
Special Events that Include Air Transportation**

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**NOTICE**

This notice provides guidance to air travelers who purchase tickets to college bowl games and other special events that are part of a package that includes air transportation. The Department of Transportation (DOT) calls these packages “Special Event Tours.” A Special Event Tour is a package that includes air travel and a ticket to a sporting, social, religious, educational, cultural, or other event of a special nature that is for a limited duration.

Special rules apply to Special Event Tours in order to protect consumers. These rules apply whether the transportation provided is a charter flight<sup>1</sup> or a regularly scheduled flight. The organizer for a Special Event Tour must be in physical possession of a substantial number of tickets or have a written contract for the tickets with an authorized ticket distributor for the event.

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<sup>1</sup> If the tour involves a public charter flight, the organizer of the charter program must provide an operator participant contract to the air traveler that includes, among other things, the name of the direct air carrier operating the flight.

The Department urges consumers to obtain either the ticket to the bowl game or other special event or a written confirmation that a ticket to the event is included before making payment. If an advertisement does not state whether a ticket to a bowl game or other special event is included, consumers should ask if such a ticket is included. Usually, if a ticket is not specifically mentioned in an advertisement, it is not included. Consumers are entitled to a full refund, including the price of the airfare, if the organizer of a Special Event Tour offers game or other special event tickets, but does not have physical possession of the tickets or a written contract for the tickets with an authorized ticket distributor for the event.

If you have any questions or would like additional information, please contact Jonathan Dols, Deputy Assistant General Counsel for Aviation Enforcement and Proceedings, or Lisa Swafford-Brooks, Chief, Aviation Licensing Compliance Branch, at (202) 366-9342.

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Dated: December 16, 2015

An electronic version of this document is available at

<http://www.dot.gov/airconsumer>