

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

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

NOTICE

This notice provides guidance to air travelers who purchase tickets to college bowl games and other special events that are offered as part of a package that includes air transportation, which Department of Transportation (DOT) regulations refer to as “Special Event Tours.” A Special Event Tour is an air tour that is organized for the purpose of attending a sporting, social, religious, educational, cultural, political or other event of a special nature that is for a limited duration and which the tour operator represents as including admission to the event.

Special rules apply to Special Event Tours in order to protect consumers. These rules apply whether it is a charter flight¹ or a regularly scheduled flight. An air tour operator that offers game or special event tickets in connection with a flight must be in physical possession of the tickets or have a written contract for the

¹ 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.

tickets, which must be directly traceable to the actual sponsor of the game or other special event.

The DOT urges consumers to obtain either the ticket to the game or other special event or a written confirmation for the ticket at the time of purchase if a travel agent or other tour representative states that a ticket is included. DOT also encourages consumers to ask if a ticket is included, if an advertisement does not state whether a ticket is included. Usually, if a ticket is not specifically mentioned in the advertisements, the ticket is not included. Consumers are entitled to a full refund, including the price of the airfare, if a tour operator offers game or other special event tickets, but does not have physical possession of the tickets or a written contract for the tickets.

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.

By:

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An electronic version of this document is available at

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