NATIONAL ASSEMBLY OF QUÉBEC

THIRD SESSION FORTY-THIRD LEGISLATURE

Bill 10
(2026, chapter 16)

An Act to protect consumers against abusive practices in ticket reselling and online subscription renewal

Introduced 2 December 2025
Passed in principle 2 April 2026
Passed 11 June 2026
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EXPLANATORY NOTES

The main objective of this Act is to amend the Consumer Protection Act with regard to ticket sales and contracts involving sequential performance.

As concerns ticket sales, the Act requires anyone who operates a digital ticket resale platform to inform the consumer, in a prominent manner, as soon as the consumer accesses the platform, of the fact that it is a resale platform and that tickets may be available at a lower price from the vendor authorized by the producer of the event. It specifies the information that must be expressly brought to the attention of the consumer before any resale of tickets. The Act gives the producer of an event the obligation to inform the authorized vendor and, if applicable, the reseller with whom the producer entered into an agreement of the cancellation of the event or of any modification to its schedule or location and provides that the information must also be sent to the consumer by the seller or the reseller of a ticket. The Act also establishes a presumption according to which anyone who, by a technological means, allows a third person to resell a ticket and receive payment of the price of the ticket is subject to certain existing obligations or obligations the Act creates concerning the sale of tickets. It also provides that no person may resell an event ticket without having first informed the consumer of the breakdown of the sums making up the total price to be paid, and provides the information that such a breakdown must contain.

As regards contracts involving sequential performance, the Act requires a merchant who enters into such a contract online that may be resiliated without cause to allow the consumer to exercise that right of resiliation easily by means of a button that is accessible online and readily identifiable and to inform the consumer of what must be done to retain their telephone number, if the resiliation of the contract may result in the loss of that telephone number. It also provides that a consumer who has entered into a contract involving sequential performance which provides that goods or services are supplied free of charge or at a reduced price for a certain period must be notified in writing, 2 to 10 days before the date of the end of that period, of that date and the price at which the contract will continue. In addition, as concerns contracts involving sequential performance for services provided at a distance, such as contracts for telephony or cable television services, the Act requires a merchant

who announces the amount of the instalments to be paid to obtain such a service to indicate clearly, next to that amount, the amount of the fees charged other than by instalments.

In addition, the Act prohibits any stipulation that would have the effect of preventing a consumer from publishing or communicating a review concerning goods or services offered by a merchant or concerning a merchant's conduct. It also introduces into the Consumer Protection Act a declaratory provision that provides that a merchant who fails to fulfil an obligation to not claim an amount from a consumer must make restitution of that amount to the consumer, regardless of any prestation provided as consideration and without infringing on the consumer's other rights and recourses.

The Act provides that certain provisions of the Consumer Protection Act, including those concerning monetary administrative penalties, also apply in certain situations where a merchant enters into a contract with another merchant. The Act also allows the president of the Office de la protection du consommateur to suspend or cancel a collection agent permit if the holder of the permit is not in a position, by reason of his financial condition, to assume the obligations arising from his business or if he is unable to ensure, in the interest of the public, honesty and competence in collection agents' activities.

The Act also allows the Government to establish, by regulation, a regulatory framework for the activities related to service dogs, in particular by determining the standards applicable to such activities.

Lastly, the Act creates penal offences and monetary administrative penalties for failures to comply with certain obligations it prescribes and contains transitional and final provisions.

LEGISLATION AMENDED BY THIS ACT:

– Consumer Protection Act (chapter P-40.1);

– Act respecting the collection of certain debts (chapter R-2.2).

REGULATIONS AMENDED BY THIS ACT:

– Regulation respecting the application of the Consumer Protection Act (chapter P-40.1, r. 3);

– Regulation respecting monetary administrative penalties with respect to the Consumer Protection Act (chapter P-40.1, r. 5).

Bill 10

AN ACT TO PROTECT CONSUMERS AGAINST ABUSIVE PRACTICES IN TICKET RESELLING AND ONLINE SUBSCRIPTION RENEWAL

THE PARLIAMENT OF QUÉBEC ENACTS AS FOLLOWS:

CONSUMER PROTECTION ACT

1. Section 2.1 of the Consumer Protection Act (chapter P-40.1) is amended by replacing "Chapter III" by "Chapters II.1 and III".

2. Section 2.2 of the Act is amended

(1) by replacing "236.4" by "236.2.2, 236.4 to 236.6";

(2) by replacing "Chapter III" by "Chapters II.1 and III".

3. Section 54.4 of the Act is amended by inserting "the first paragraph and" in subparagraph *d*.1 of the first paragraph after "required under".

4. The Act is amended by inserting the following division after section 187.27:

"**DIVISION V.4**

"PROVISIONS APPLICABLE TO CERTAIN CONTRACTS INVOLVING SEQUENTIAL PERFORMANCE

"**187.28.** A merchant who enters into an online contract involving sequential performance that the consumer may resiliate without cause must allow the consumer to easily exercise that right of resiliation by means of a button accessible online and readily identifiable.

The Government may, by regulation, determine any other requirement the merchant must comply with for the purpose of applying the first paragraph.

"**187.29.** Where a consumer has entered into a contract involving sequential performance which provides that goods or services are supplied free of charge or at a reduced price for a determinate period, and that, at the expiry of that period, they will be supplied at a higher price, the merchant must send to the consumer, within the time prescribed by regulation, a written notice drawn up clearly and legibly indicating the date of the end of that period and the price that will be applicable from that date."

5. The Act is amended by inserting the following section after section 214.1:

"**214.1.1.** A merchant who announces the amount of the instalments to be paid to obtain a sequential performance service provided at a distance must indicate, clearly and legibly, next to that amount, the amount of the fees charged other than by instalments to obtain the service.

Where the amount of the instalments is announced verbally, the amount of such fees must be mentioned immediately after the announcement of the amount of the instalments."

6. The Act is amended by inserting the following section after section 236:

"**236.0.1.** Anyone who operates a digital platform dedicated to reselling tickets must, as soon as the consumer accesses the platform, inform the consumer, in a prominent and intelligible manner, that it is a ticket resale platform and that tickets may be available at a lower price from the vendor authorized by the producer of the event.

Where tickets are offered both for sale and resale on a digital platform, the consumer must be informed, at the same time and in the same manner, that certain tickets available on the platform are tickets being resold.

The Government may, by regulation, establish standards relating to the content and form of the information to be communicated to the consumer as well as any other requirement applicable to that information."

7. Section 236.1 of the Act is replaced by the following section:

"**236.1.** No person may resell a ticket to a consumer without having, first, expressly brought to the attention of the consumer the following information:

(*a*) the identity of the vendor authorized by the producer of the event, the possibility that tickets may be available from that vendor and the price that vendor announces;

(*b*) the fact that the ticket is being resold;

(*c*) the place or seat the ticket allows the ticket holder to occupy, unless the ticket assigns no specific place or seat; and

(*d*) the name of the last owner of the ticket.

The resale price charged for a ticket may not be higher than the price announced by the vendor authorized by the producer of the event, unless

(*a*) the consent of the producer of the event and, if applicable, of the presenter of the event to the resale of the ticket at a higher price was obtained in writing first;

(*b*) the ticket is resold in compliance with the agreement entered into with the producer of the event and, if applicable, with the presenter of the event; and

(*c*) the maximum resale price of the ticket agreed to by the producer of the event has been expressly brought to the attention of the consumer before the resale."

8. The Act is amended by inserting the following sections after section 236.2:

"**236.2.1.** The producer of an event must, as soon as possible, inform the authorized vendor and the reseller with whom the producer has entered into an agreement for the resale of tickets of the cancellation of the event or of any modification to its schedule or location.

"**236.2.2.** Anyone who sells or resells a ticket to a consumer must, as soon as possible, inform the consumer of the cancellation of the event or of any modification to its schedule or location."

9. The Act is amended by inserting the following sections after section 236.4:

"**236.5.** No person may resell a ticket to a consumer without having, first, informed the consumer in a prominent and intelligible manner of the breakdown of the sums making up the total price to be paid.

The breakdown must, in particular, clearly indicate the value of the ticket fixed at the time it was issued as well as the nature of all the fees charged. The Government may, by regulation, determine any other requirement applicable to the breakdown.

"**236.6.** Anyone who, by a technological means, allows a third person to resell a ticket and receive payment of the price of the ticket

(*a*) is deemed, for the purposes of section 236.1, the second paragraph of section 236.2 and sections 236.2.2, 236.3 and 236.5, to be reselling the ticket, charging the price of the ticket or facilitating the resale of the ticket, as the case may be; and

(*b*) is required to ensure that the third person possesses or controls the ticket."

10. The Act is amended by inserting the following section after section 272:

"**272.1.** A merchant who fails to fulfil an obligation to not charge an amount to a consumer that is imposed on the merchant by this Act, by a regulation or by a voluntary undertaking made under section 314 or whose application has been extended by an order under section 315.1 must make restitution of that amount to the consumer who demands that his obligations be reduced under paragraph *c* of section 272, regardless of any prestation provided as consideration.

That obligation applies in particular in the case of a failure to comply with subparagraph *c* of the first paragraph of section 224, paragraph *a* of section 230, section 230.1, section 230.2, the second paragraph of section 236.1 or section 251.

This section does not limit the consumer's recourses under section 272."

11. Section 277 of the Act is amended by inserting "to 187.29" after "187.27".

12. Section 278 of the Act is amended, in the introductory clause,

(1) by inserting "214.1.1," after "205,";

(2) by replacing "236.1 to 239" by "236.0.1 to 236.5, 237 to 239".

13. Section 350 of the Act is amended by inserting the following paragraph after paragraph *z*.6:

"(*z*.6.1) regulating the activities related to service dogs, in particular by establishing a permit system and by determining the standards applicable to such activities, and prescribing the terms and conditions of the regulatory scheme;".

ACT RESPECTING THE COLLECTION OF CERTAIN DEBTS

14. Section 15 of the Act respecting the collection of certain debts (chapter R-2.2) is replaced by the following section:

"**15.** The president may suspend or cancel the permit of any holder who, during the term of the permit,

(*a*) no longer meets the requirements prescribed by this Act or the regulations for the issuance of a permit;

(*b*) is not in a position, by reason of his financial condition, to assume the obligations arising from his business; or

(*c*) is unable to ensure, in the interest of the public, honesty and competence in collection agents' activities."

REGULATION RESPECTING THE APPLICATION OF THE CONSUMER PROTECTION ACT

15. The Regulation respecting the application of the Consumer Protection Act (chapter P-40.1, r. 3) is amended by inserting the following section after section 15:

"**15.0.0.1.** Deposit account contracts are exempt from the application of section 187.28 of the Act."

16. The Regulation is amended by inserting the following section after section 25.10:

"**25.11.** A stipulation having the effect of prohibiting a consumer from publishing or communicating a review concerning goods or services offered by a merchant or a merchant's conduct is prohibited."

17. The Regulation is amended by inserting the following chapter after section 79.6.9:

"**CHAPTER VI.1.1.1**

"CONTRACTS INVOLVING SEQUENTIAL PERFORMANCE

"**79.6.9.0.1.** For the purposes of section 187.28 of the Act, if the resiliation may result in the loss of a telephone number, the merchant must, before the resiliation, bring expressly to the consumer's attention that information and what the consumer must do to retain the telephone number.

"**79.6.9.1.** The notice provided for in section 187.29 of the Act must be sent to the consumer 2 to 10 days before the end of the period during which the goods or services are supplied free of charge or at a reduced price."

18. The Regulation is amended by inserting the following division after section 187:

"**DIVISION VIII.1**

"CONTRACTS INVOLVING SEQUENTIAL PERFORMANCE

"**187.1.** A monetary administrative penalty of $750 in the case of a natural person and $1,500 in other cases may be imposed on a merchant who contravenes a provision of section 79.6.9.0.1."

19. Section 192 of the Regulation is amended by replacing "25.10" in the introductory clause of the first paragraph by "25.11".

REGULATION RESPECTING MONETARY ADMINISTRATIVE PENALTIES WITH RESPECT TO THE CONSUMER PROTECTION ACT

20. The Regulation respecting monetary administrative penalties with respect to the Consumer Protection Act (chapter P-40.1, r. 5) is amended by inserting the following subdivision after section 22:

"§12.1. — *Provisions applicable to certain contracts involving sequential performance*

"**22.1.** A monetary administrative penalty of $750 in the case of a natural person and of $1,500 in other cases may be imposed on any merchant who,

(1) in contravention of the first paragraph of section 187.28 of the Act, fails to make available to the consumer a button accessible online that allows the consumer to exercise the consumer's right of resiliation;

(2) in contravention of section 187.29 of the Act, fails to send to the consumer, within the time provided for by the regulation made under that section, a written notice indicating the date of the end of the period during which the goods or services are supplied free of charge or at a reduced price and the price that will be applicable from that date."

21. Section 27 of the Regulation is amended

(1) by replacing "who contravenes a provision of any of sections 214.3, 214.7 and 214.8 of the Act." by "who";

(2) by adding the following paragraphs at the end:

"(1) fails to indicate, next to the amount of the instalments to be paid to obtain a sequential performance service provided at a distance, the amount of the fees charged other than by instalments to obtain the service, in contravention of the first paragraph of section 214.1.1 of the Act;

"(2) contravenes a provision of any of sections 214.3, 214.7 and 214.8 of the Act."

22. Section 31 of the Regulation is amended

(1) by striking out ", the first paragraph of section 236.1" in subparagraph *b* of paragraph 2;

(2) in paragraph 5,

(*a*) by inserting "236.1," after "234," in subparagraph *b*;

(*b*) by replacing "to 236.4" in subparagraph *b* by ", 236.3, 236.4";

(*c*) by inserting the following subparagraph after subparagraph *b*:

"(*b*.1) in contravention of the first paragraph of section 236.5 of the Act, fails to inform the consumer of the breakdown of the sums making up the total price to be paid;";

(*d*) by adding the following subparagraph at the end:

"(*e*) in contravention of section 236.0.1 of the Act, fails to inform the consumer, as soon as the consumer accesses the digital platform, that it is a ticket resale platform and that tickets may be available at a lower price from the vendor authorized by the producer of the event or, where tickets are both

sold and resold on the platform, that certain tickets available on the platform are tickets being resold;".

TRANSITIONAL AND FINAL PROVISIONS

23. Section 187.29 of the Consumer Protection Act (chapter P-40.1), enacted by section 4 of this Act, does not apply to a contract in progress on 12 September 2026.

24. Section 272.1 of the Consumer Protection Act (chapter P-40.1), enacted by section 10 of this Act, is declaratory.

25. The provisions of this Act come into force on 12 September 2026, except those of section 1, of paragraph 2 of section 2 and of sections 10, 13, 14, 16 and 19, which come into force on 12 June 2026.