Eventbrite Ticket Purchasing and Refund Policy

Services covered by this policy:	General Pre-school Children's Service	The Hamlet at Home Adult Services
Post holder(s) responsible for this policy:	Senior Manager	
Date approved:	07/12/2024	
Approved by:	Jayne Buckingham	
Signed:	J.Bucking	
To be reviewed:	2 Yearly or as required	

A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

The Hamlet uses Eventbrite to enable everyone to easily book and pay for events they wish to attend. Occasionally planned events or attendance at events will need to be cancelled for a variety of reasons. We aim to ensure The Hamlet has a clear process for issuing or declining refunds to ensure events are accessible to all.

B. Purpose of this policy and why we have it

This policy sets out the circumstances that an individual who has purchased a ticket for an event on Eventbrite is entitled to a refund and the procedure an Eventbrite Users must follow to withdraw from the event to get a refund.

C. Scope of this policy
- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff.
- The Hamlet Volunteers
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

D. Policy

Purchasing Tickets

Individuals interested in attending events can purchase tickets via:

- The Hamlet's Eventbrite page [The Hamlet Charity Events | Eventbrite](#)
- scanning the event's QR code on posters within the centres

- Downloading the Eventbrite app
- [Eventbrite on the App Store (apple.com)](#)
- [Eventbrite – Discover events - Apps on Google Play](#)

1. **Tap "Tickets"** When you find the event you want to attend, just tap the "Tickets" button.

2. **Add tickets to your cart.** Select a quantity next to your desired ticket type, then tap "Order Now" or "Register" ("Order Now" appears for events that require payment; "Register" appears for free events).

3. **Enter your payment information.** Add or select a payment method and enter any other details The Hamlet is requesting for that event. Then confirm the information entered is correct before proceeding.
(If you are registering for a free event, you will not have to enter any payment information – You will see a button to complete the order instead.)

4. **Tap "Pay Now" or "Register" to finish.** Tap "Pay Now" or "Register" to verify your payment information and complete the order. The review the order confirmation screen to ensure your order completed successfully. When your order is complete, you will also get an email order confirmation as a receipt. If the event requires a printed ticket, the order confirmation will also include a PDF ticket.

Finding tickets that you have ordered

The Eventbrite app makes it easy to find your tickets. Tap the profile icon on the far-right side of the bottom toolbar. Under "Tickets", upcoming events show first. Swipe up to reference tickets registered to past events.

Waiting lists

If the chosen event is fully booked, prospective attendees can add their details to a waiting list for their chosen event. If a ticket does becomes available Eventbrite will automatically send the attendee an email inviting them to book on to the event. This email is time limited, if the recipient does not respond the email will be void and the next attendee on the waiting list will be contacted.

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Requesting a Refund

The Hamlet will consider refund requests in the following circumstances:

- The event was cancelled by The Hamlet within 45 days of the event taking place.
- The event has been postponed for more than 90 days without a new date scheduled.
- The attendee is unable to attend due to a hospital admission.

The Hamlet will not issue a refund if the sessions is missed due to:

- Illness other than a hospital admission
- Other appointments
- Other events
- Transport difficulties
- Time keeping
- Adverse Weather

The Hamlet's Eventbrite administrators will consider all refund requests against the criteria set above. If the attendee is eligible for a refund this will be issued.

The Hamlet aims to respond to all refund requests within five working days. If the event is free, the ticket will be cancelled/deleted instead.

All fully refunded tickets are no longer valid and are added back to the available ticket quantity for that event.

Eventbrite automatically creates an account with the email address you use to purchase tickets. If the event allows refund requests, you will see the option to request a refund back into your Eventbrite account.

1. Log in to Eventbrite.
2. Go to tickets.
3. Find the order you want refunded, then select "**Request a Refund**".
4. Enter your details and submit your request. The Hamlet will aim to respond within five working days.

Refunding Ticketing Fees

Eventbrite does not refund ticketing Fees by default. This means that the attendee will receive a refund for the amount they paid minus the Ticketing Fee.

Cancellation or postponed events

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If The Hamlet cancels or the event does not take place the Eventbrite Cancelled Event Policy applies, this requires The Hamlet to provide a refund upon attendee's requests.

If The Hamlet postpones, the event and does not announce a new date within 90 days The Hamlet is required under the Eventbrite Postponed Event Policy to provide a refund upon attendee's request for the following 45 days and until a new date is announced.

If The Hamlet does not approve refund requests in these circumstances, attendees can submit an escalated refund request directly to Eventbrite [Eventbrite - Attendee Refund Request](#)

E. Procedures and monitoring

The Hamlet Eventbrite administrators regularly monitor the use of Eventbrite.

Creating an event

1) Log in to The Hamlet's Eventbrite and go to the events workspace. The click Create Event
2) Go to **"Basic info"** and fill in.
    a) Event title – Give the event a clear title.
    b) Event Organizer – The organisation hosting the event.
    c) Event type & category – The event's "genre"
    d) Event tags – keywords that helps the attendees find the event.
    e) Event location: Choose **"venue"** if the location is in-person, or **"Online event"** if your location is virtual. Select "To be announced" if you aren't sure of the location yet.
3) **Add dates,** enter event's start, and end date and time. If you have an event that occurs across multiple dates, review the set-up options.
4) **Add an event image.** You can upload an image directly from the computer.
5) **Add the event details.** Write a summary up to 140 characters that describes the most important details of your event. Then use the description to give more details about the information you have included in the summary.
6) **Add Agenda,** to give attendees an overview of the event's schedule. Select "Add" and enter a title. Then add start and end time. Select **"Host or Artist"** to add names of any performers, speakers, or special guests you want to highlight.
7) **Set up an online event page.** If the event is taking place online, add a link to your webinar or meeting. Then add any other information attendees will need to join.
8) **Save and continue.**

Set up tickets

1) **Go to "Tickets" and click "Add tickets"** or copy tickets from another event
2) **Enter ticket information**
    a) **Choose a ticket type** Free, paid or donation

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b) **Give tickets a name,** like "General admission"
c) **Add the quantity of tickets available**
d) **Set the price per ticket** (if it is a paid ticket type
e) **Select the dates you want the tickets to go on sale**
f) **Save the changes**

Refunding an order

To issue a full refund

1. Go to **"Manage my Events"**
2. Select the relevant event
3. Go to **"Orders"** (Under **Manage attendees**)
4. Find the order you want to refund
5. Select "**Actions**", then "**Refund this order**"
6. Fill out the refund details, including the refund reason, which tickets you want to refund and the amount to refund. Select "**Continue".**
7. (optional) Add a note to the ticket buyer
8. Select **"Issue refund"**. The refund will return to the buyer within 5-7 working days.

Viewing refunded orders

To view fully refunded orders:

1. Go to **"Manage My events"** then select your event
2. Go to **"Manage attendees",** then select **"Orders"**
3. Select **"Order Type"** to filter by "Refunded and cancelled orders"

Declining refund requests

To decline a refund request, follow these steps:

1. Select **"View"** in the refund request notification on your event dashboard
2. Go to the **"Actions"** dropdown menu and select **"Decline refund request".**
3. Choose a reason and add a note for the buyer.

When you decline a request, the buyer receives an email confirmation with your note.

Eventbrite sends a notification to Eventbrite administrators informing a refund request has been made.

F. **Regulations (Health and Social Care Act) and other legal references**
- The Consumer Rights Act 2015

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

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