



BRITISHROWING

How to set up events

TEAMWORK | OPEN TO ALL | COMMITMENT

How to set up events

For a variety of reasons it's useful to employ some sort of booking system for events at your club. These events could range from individual training sessions, to Learn 2 Row courses, or even wedding parties.

The ClubHub system includes an event management feature, allowing you to create events and sell tickets while taking payments and managing attendees online.

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Section 1: How to create one-off events

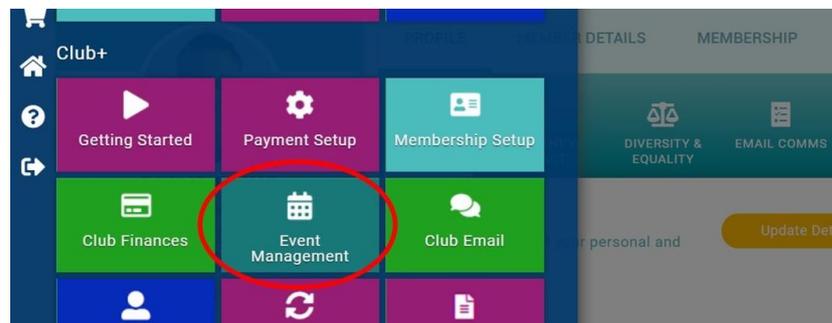
1. Sign into your British Rowing account



2. Select MENU

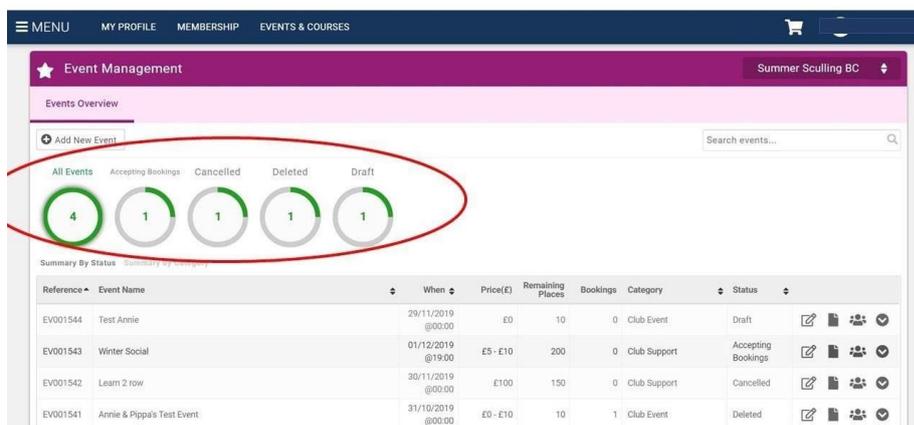


3. In the CLUB+ section, select the EVENT MANAGEMENT tile

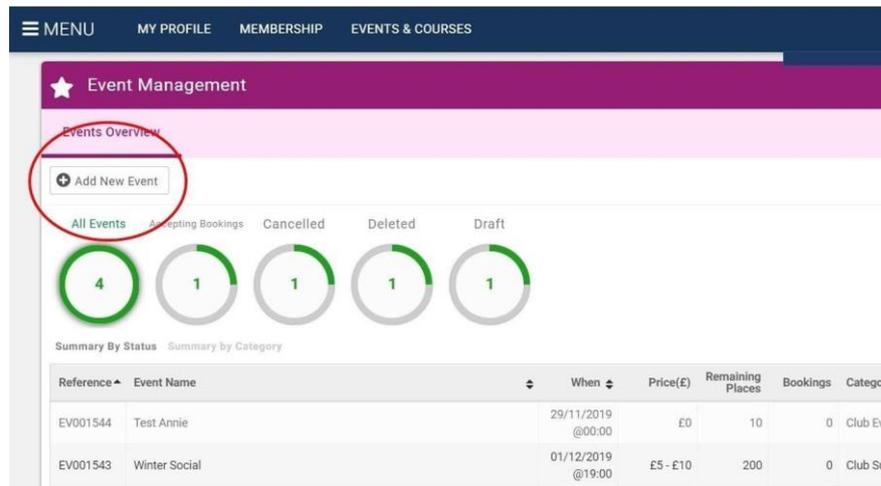


4. You will now be presented with an overview of your club's events. Using the green circles shown below you can choose to view all events, those accepting bookings, cancelled events, deleted events, and draft events.

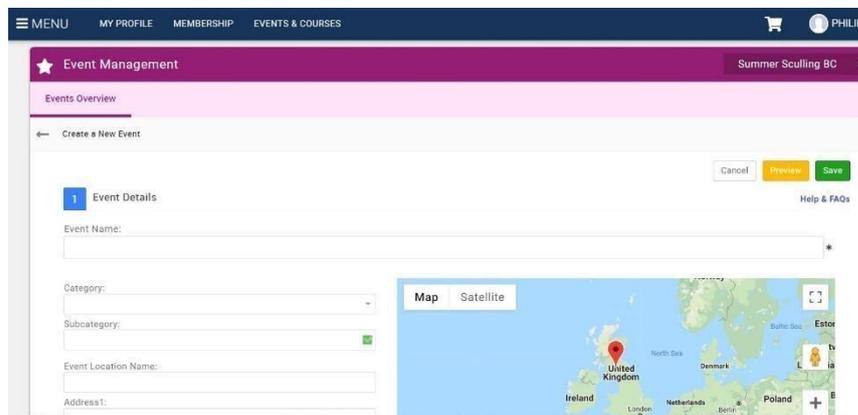
N.B. An "event" can be anything you wish. Common examples in a rowing context include training sessions and regattas, but can also include things such as birthday parties, weddings, prize givings etc. Tickets can be free or have a price attached to them.



5. To create a new event select ADD NEW EVENT



6. You will now be able to insert basic details such as event name, location, date, etc.



7. When entering the role of the event organiser, select CO-ORDINATOR

Create new contact

Find Member: joooooooo ooooo

MID: 1197204

First Name: joooooooo *

Last Name: oooooo *

Email: chtestmail@britishrowing.org *

Phone: *

Role: Coordinator *

Primary Contact

Promoter

Coordinator

Local Coordinator

Tutor

Assessor

Section 2: Creating tickets for events

8. Once you have entered the event details you can now create different types of tickets. For example, it might be that you want to offer adult and junior tickets, each with different prices. To do so, start by selecting **ADD NEW TICKET**. You can now enter basic ticket details including name, price and the number of tickets available. Select the **TICK** icon to move onto the next step.

MENU MY PROFILE MEMBERSHIP EVENTS & COURSES

3 Event Tickets Help & FAQs

+ Add New Ticket

Tickets	Price	Quantity available
Name: End of season do	Price: 15.00	Quantity available: 150

4 Event Settings Help & FAQs

Listing Privacy:

Public (viewable by anyone on GoMembership)

Private (viewable only by those people with the below link)

<https://sandbox.azolve.com/BritishRowing/workbench/public/events?ref=> Copy link

9. Now that you have created the ticket, you can edit additional details by selecting the **COG** icon

MENU MY PROFILE MEMBERSHIP EVENTS & COURSES

Contacts Phone Number Role Published

No record found.

3 Event Tickets Help & FAQs

Add New Ticket Select template ticket

Tickets	Price	Quantity available
Standard ticket	£100.00	1100

4 Event Settings Help & FAQs

Featured Event

Listing Privacy:

- Public (viewable by anyone on GoMembership)
- Private (viewable only by those people with the below link)

<https://test.azolve.com/britishrowing24/workbench/public/events?ref=EBB7DEAD1E9E4521C0C49668DDA690F1CB4A8512> Copy link

Edit Ticket

1 Ticket Details

Name: Adult ticket

Description: This ticket is for adults.

Code: 1

Price: 100.00

Booking Format: Member

Booking End Date: 03/06/2020 Time - Hr: 01 Min: 02

Quantity available: 250 Min Booking Qty: 1 Max Booking Qty: 10

Save as template ticket?:

2 Tax Options

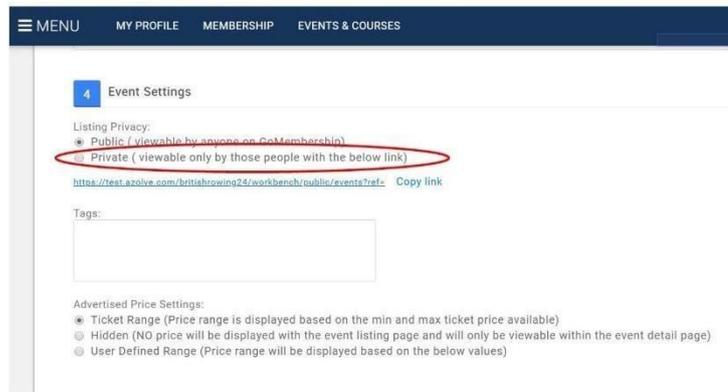
Do you need to charge tax for this ticket?

Yes No

Cancel Done



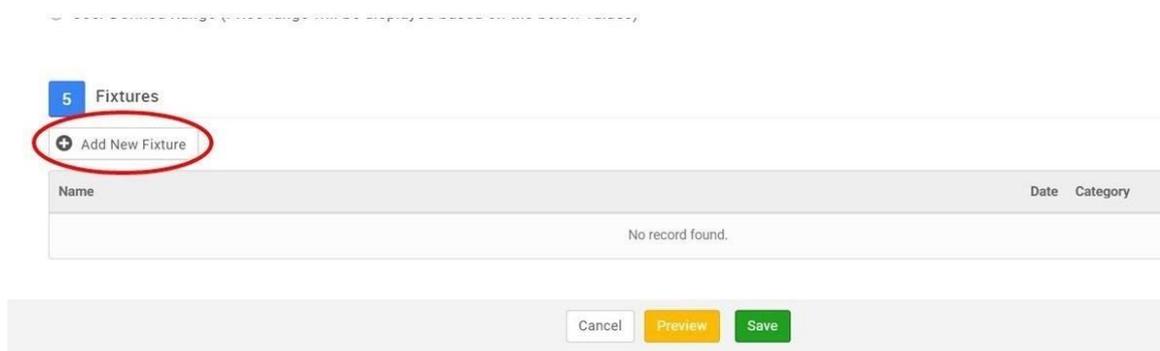
10. Next in EVENT SETTINGS, you can select whether to publish your event publicly or privately. (Public events will be visible to members of your club, and private events require individuals to obtain tickets via a shared link). If selecting PRIVATE, remember to copy the link shown so you can share it with potential attendees. Ignore the TAGS section and make sure you select TICKET RANGE.



Section 3: Creating a series of events

If your event has more than 1 session (a Learn 2 Row course for example), you can now insert details about those sessions. N.B. The ClubHub system refers to individual sessions as FIXTURES.

11. To add a fixture, begin by selecting ADD NEW FIXTURE



12. You can now insert details relating to that specific session. (Remember to select DONE to save).

Fixture Setup

Name:

Category:

Type:

Date:

Time - Hr: Min:

Venue:

Description:

13. When you are happy with your event details you can publish your event, which will allow individuals to purchase tickets. To publish an event, go to the **EVENTS OVERVIEW** page and select the publish icon next to the event in question as shown below. Finally, within your event overview screen you can select **PREVIEW** to see how your event will look like when hosted online

Event Management Summer Sculling BC

Events Overview

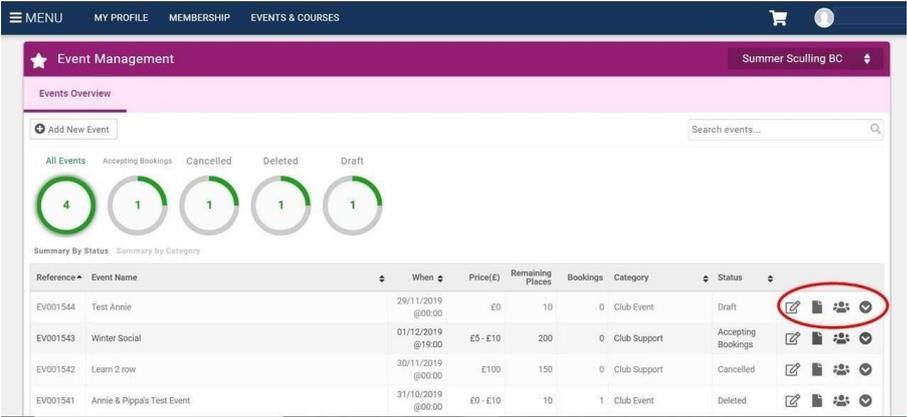
[Add New Event](#)

All Events: 4 | Accepting Bookings: 1 | Cancelled: 1 | Deleted: 1 | Draft: 1

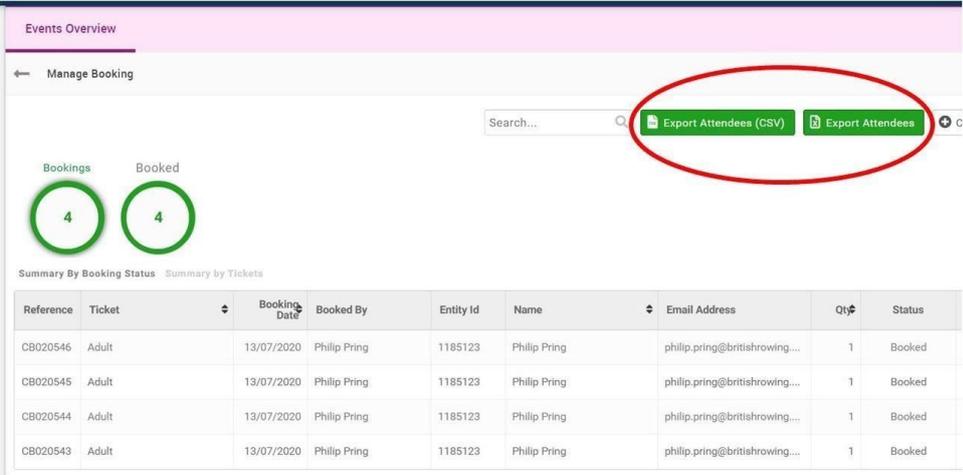
Reference	Event Name	When	Price(£)	Remaining Places	Bookings	Category	Status	
EV001544	Test Annie	29/11/2019 @00:00	£0	10	0	Club Event	Draft	
EV001543	Winter Social	01/12/2019 @19:00	£5 - £10	200	0	Club Support	Accepting Bookings	
EV001542	Learn 2 row	30/11/2019 @00:00	£100	150	0	Club Support	Cancelled	
EV001541	Annie & Pippa's Test Event	31/10/2019 @00:00	£0 - £10	10	1	Club Event	Deleted	

Section 4: Viewing and managing attendees

14. Re-visit your EVENTS OVERVIEW page to view a list of all the events you have created. Here you can edit events, add notes, publish events, and manage attendees. For each event listed, you can view a list of all those people who have booked onto it by selecting MANAGE BOOKING (the people icon shown below).



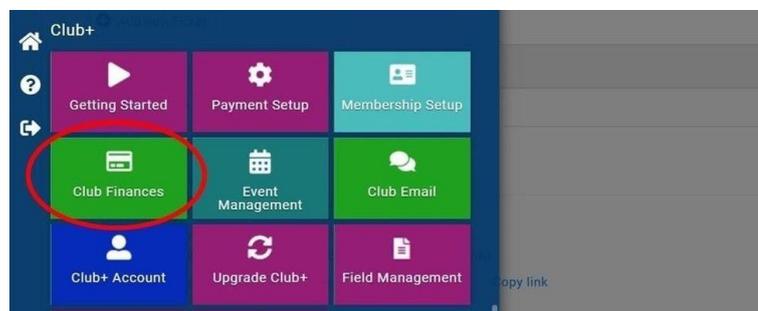
15. Here you can also download an attendee list in either CSV or Excel format. This list will include contact information provided by your attendees. Alternatively, you can contact each individual/team using the CLUB EMAIL tile within ClubHub (see document 2.26 CLUB EMAIL).



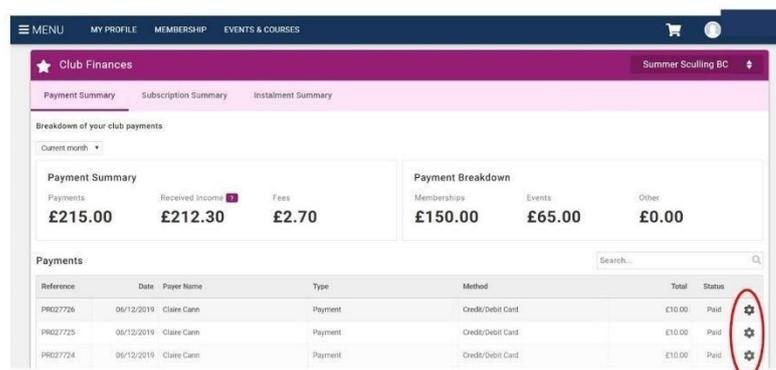
Section 5 Issuing refunds

Inevitably, there will be times when you need to issue refunds for event tickets purchased. It might be that a ticket was bought in error for example, or that the event itself was cancelled. The process of issuing refunds is simple, here's how:

16. Sign into your British Rowing account and select MENU as before. Then, in the CLUB+ section, select the CLUB FINANCES tile

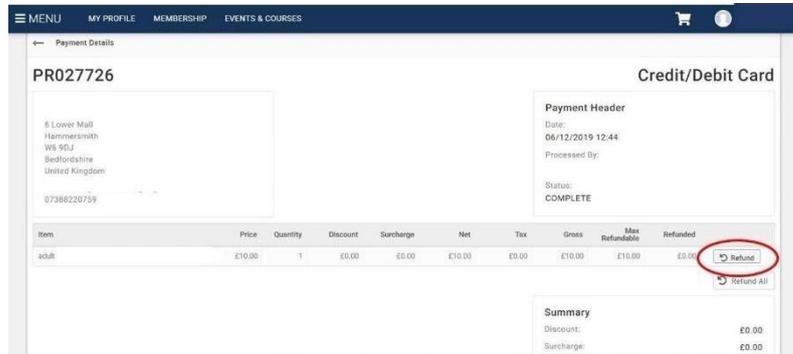


17. On the following page you will be presented with a list of payments made to the club. Of these, select the COG symbol next to the payment(s) you wish to refund

A screenshot of the 'Club Finances' page. The page has a purple header with 'Club Finances' and 'Summer Sculling BC'. Below the header are tabs for 'Payment Summary', 'Subscription Summary', and 'Instalment Summary'. The main content area shows a 'Breakdown of your club payments' for the 'Current month'. It includes a 'Payment Summary' table with columns for Payments (£215.00), Received Income (£212.30), and Fees (£2.70). To the right is a 'Payment Breakdown' table with columns for Memberships (£150.00), Events (£65.00), and Other (£0.00). Below this is a 'Payments' table with columns for Reference, Date, Payer Name, Type, Method, Total, and Status. The table contains three rows of payment data. The 'Status' column for each row shows 'Paid'. To the right of each row is a gear icon (COG symbol), which is circled in red in the original image. A search bar is located to the right of the table header.

Reference	Date	Payer Name	Type	Method	Total	Status
PR027726	06/12/2019	Claire Cann	Payment	Credit/Debit Card	£10.00	Paid
PR027725	06/12/2019	Claire Cann	Payment	Credit/Debit Card	£10.00	Paid
PR027724	06/12/2019	Claire Cann	Payment	Credit/Debit Card	£10.00	Paid

18. For each refund you must then select the REFUND button



19. Before you confirm the refund, you can select either a FULL or PARTIAL refund, and you can make a comment if you wish. Finally, select REFUND to complete the process

