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Ticketing Policy

May 2022 Review May 2024

WEST SUSSEX FEDERATION OF WOMENS INSTITUTES TICKETING POLICY

WSFWI will use an online ticketing agency for its events. (Currently Eventbrite).

The table below shows the 3 methods for members to book tickets, at least one of these methods should be available to all members.

|  |  |  |
| --- | --- | --- |
| 1. BOOK DIRECT WITH EVENTBRITE | 2. ASK A FAMILY MEMBER, FRIEND OR WI ‘BUDDY’ TO BOOK YOUR TICKET | 3. ORDER VIA YOUR WI SECRETARY |
| Members use the code on the WSFWI Calendar at the back of the WSN, sent out via their WI Secretary or from the website. We have shortened this code to make it more user friendly. | Members ask family or a friend to book their ticket, or WIs ask members who are confident online to ‘buddy up’ and assists those that are not online. | Members ask their WI Secretary to contact the Office/ Events Team Chairman and details will be entered into Eventbrite and tickets sent to Secretary, the office will invoice the WI for tickets. Please only use this method if the other 2 are not available to you. |

The Events Team will review the best option for a ticketing agency annually.

There is a charge for this service which WSFWI will absorb, however free to member events have no fees.

Ticket prices will be set to reflect the charge.

There is a no refund policy, except in the event of WSFWI cancelling an in person event where the Federation will refund the full amount.

If the Federation cancels an online event, the member will be able to book a future event of the same value instead.

Closing dates for events will depend on possible cancellation fees for the venue/ speaker. The booking numbers will need to reach a break even point before this date to allow a decision to be made.

A ‘Stop Press’ email will be sent out, to boost numbers, the week of the closing date if numbers are low.

Karen Yates

Chair

Events Team

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