

# Creating your event: Tickets, Payouts and Refunds

## New costs since 2023s Big One

Since the big one, Eventbrite has since added new costs for paid-for events. These are for each event, so if you have two events, you will have two fixed fees to pay.

26-100 tickets have a fee of £7.99 per event (probably affecting bookings for 1 large coach).

101-250 tickets have a fee of £19.99 per event (probably affecting bookings for 2+ large coaches).

Unlimited tickets- £34.99 per event.

This is in addition to the per-ticket processing fees, which are still charged as a percentage of each ticket.

[See More information about the changes here.](#)

The screenshot shows the Eventbrite interface for creating tickets. The main heading is "Let's create tickets" with a subtext: "Create a section if you want to sell multiple ticket types that share the same inventory. i.e. Floor, Mezzanine". There are two buttons: "Create a section" and "Add tickets".

The "Add tickets" panel on the right includes the following details:

- Buttons: Paid, Free, Donation
- Name: Ticket to the big one (22/50)
- Available quantity: 40
- Price: £20.00
- Buyer total: £22.30 (How fees work)
- Absorb fees:  Absorb fees: Ticketing fees are deducted from your ticket revenue
- Sales start: 08/02/2023, Start time: 15:00
- Sales end: 20/04/2023, End time: 15:00
- Advanced settings: [Dropdown]
- Buttons: Cancel, Save

First click 'Tickets' on the left of your screen or 'Add tickets' in the middle of the screen, on the event dashboard page. This will open up a section to the right on your screen.

If your event is free to attend, select the 'free ticket' box, or if it's paid click the 'paid' box.

In the ticket name, Give it a name, such as 'Coach ticket to The Big One'. If you are offering different types of ticket you can specify those here, eg 'Coach ticket to The Big One- child'

For the available quantity add the amount you have capacity for. You can break up that capacity across multiple ticket types if needed.

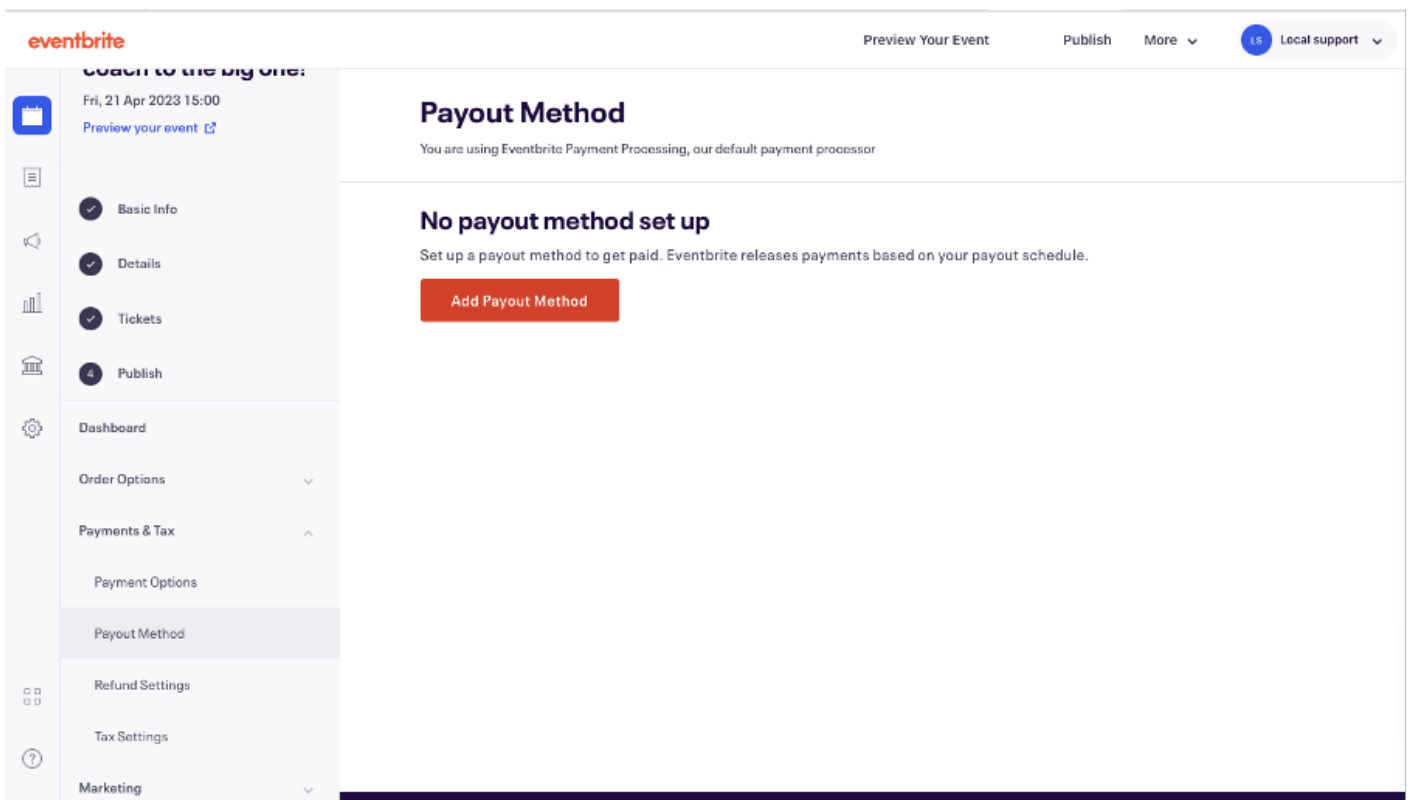
It is important that you **do not select 'absorb fees'** when setting up the event, as this will mean you will be paying for the fees even if the ticket gets refunded, this will affect your payout from Eventbrite.

Make sure the currency is set to £ pounds and the country is set to the UK. Eventbrite payment processor should be automatically set.

You will then need to enter the time period the tickets will go on sale and an end time to stop selling tickets.

Once you have entered the name, amount of tickets, price of tickets (including free) and time length for the sale of tickets, click save.

## The payout from tickets sales



The screenshot shows the Eventbrite interface for setting up a payout method. The event title is 'Coach to the Big One' and the date is 'Fri, 21 Apr 2023 15:00'. The left sidebar contains navigation options: Basic Info, Details, Tickets, Publish, Dashboard, Order Options, Payments & Tax, Payout Method (selected), Refund Settings, Tax Settings, and Marketing. The main content area is titled 'Payout Method' and states 'You are using Eventbrite Payment Processing, our default payment processor'. Below this, it says 'No payout method set up' and 'Set up a payout method to get paid. Eventbrite releases payments based on your payout schedule.' A red button labeled 'Add Payout Method' is visible.

To withdraw the money paid for your ticket sales, on the event dashboard/edit page and once you have set tickets up, go to the left-hand sidebar, click 'Payments & Tax' and then 'Payout Method'. From here click 'Add Payout Method'. This will then ask you to enter your bank account details.

Once you have entered your bank account details you will be sent the page below. To change the payout schedule click 'Payout Schedule' on the left side of the screen.

You can now choose from the following payment options:

- total amount 3 days after the event
- weekly on Wednesdays
- twice a month on the 1st and 15th

The screenshot shows the 'Finance' settings page for 'Payouts'. The left sidebar has a 'Payout schedule' button highlighted. The main content area shows three options for payout schedules, each with a radio button:

- After each event** (selected): One payout sent 3 business days after your event ends.
- Weekly (Wednesday)**: Payouts sent on Wednesdays as tickets are sold. Next payout: Wed, Feb 8, 2023.
- Twice a month**: Payouts sent on the 1st and 15th of each month as tickets are sold. Next payout: Wed, Feb 15, 2023.

There is a blue callout box on the right titled 'About scheduled payouts' with the following text: 'Receive up to \$100,000 before your events ends with scheduled payouts. We'll hold 20% of your gross event sales until 3 days after an event ends to cover potential refunds. You'll receive these funds with your final payout.'

At the bottom, there is a note: 'You may need to return funds to Eventbrite to cover attendee refunds and chargebacks. We have the right to stop or modify scheduled payouts at any time. Review the [Eventbrite Merchant Agreement](#) for full details.'

At the bottom right, there are two buttons: 'Cancel' and 'Confirm new schedule'. Above the buttons, it says 'This schedule will apply to all current and future events.'

However if you chose either of the second two options, Eventbrite will hold back 20% of the ticket sales until after the event. But you may still want to withdraw some of the funds- it could be useful if someone has paid a big deposit and can't wait until after the event to be repaid. On the negative side, multiple withdrawals makes keeping track of the accounting a bit more complicated.

Eventbrite charges VAT, so we don't need to change or edit the tax settings.

## Refund policy

You need to select a refund policy, which must be on your event page. Refund policies may not be changed retroactively. We recommend setting this to 'On a case-by-case basis'. This means that if someone wants to ask for a refund, they can email in with their order number and a possible reason why. Setting up auto refunds puts you at risk of bad actors or being left in a financially difficult situation.

You will get an email notification if someone asks for a refund. You must respond to this within 3 days, and the email from Eventbrite will tell you how to process the refund.

By default, fees are not refunded on orders. This means that the attendee will receive a refund for the amount they paid minus the Eventbrite fees. There are a couple of exceptions: If the refund is made before the charge has settled (usually within 24 hours), the original charge will be completely voided. If the refund reason is "COVID-19", "Duplicate order", or "Event cancelled or postponed", the fees will be refunded as well.

If there are enough funds in your event balance to cover the refund, then Eventbrite will use those to pay for the refund. If there aren't enough funds in your event balance to cover the refund (because you have withdrawn some of the money), you have two options:

- You can add funds to your event. This option is best if you need to issue multiple refunds or partial refunds.
- If you don't add funds to your event, Eventbrite will ask for a debit or credit card to pay for the refund. This option is best for individual refunds, and you must refund the complete order this way.

To find out how to set the refund settings, go to the left-hand side bar on your events dashboard, then click 'Payments & Tax' and then click 'Refund Settings'. You will need to select 'On a case-by-case basis' and click 'Save'.

The screenshot shows the Eventbrite dashboard for an event titled "coach to the big one!". The left-hand sidebar contains navigation options: Home, Calendar, Basic Info, Details, Tickets, Publish, Dashboard, Order Options, Payments & Tax (expanded), Refund Settings, Tax Settings, and Marketing. The "Payments & Tax" section is expanded, showing "Payment Options", "Payout Method", and "Refund Settings". The "Refund Settings" page is displayed, featuring the heading "Refund settings" and a sub-heading "Set a refund policy". Below this, there are radio button options for when attendees can request refunds: "Up to 1 day before the event starts", "Up to 7 days before the event starts", "Up to 30 days before the event starts", "On a case-by-case basis" (selected), and "No refunds". There is also a toggle for "Automatically issue refunds" which is currently turned off. Below the toggle is a dropdown menu for "Fees for automatic refunds" with the text "Select an option". A note about fees is displayed at the bottom, stating that Eventbrite's fees are non-refundable and will not be returned to the ticket buyer unless the event is cancelled or if the buyer requests a refund for a duplicate charge within 7 days of purchase. A link to "Get more details about our fees" is provided.

## How to issue a refund

Go to the left-hand sidebar on your event dashboard, click 'Manage Attendees' and then 'Orders'. To issue a refund, you will need either their name, email or order number. You can then use the

search bar to search for this information. Press enter on the keyboard to generate the report.

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## Orders

See all the orders for your event, including revenue and fees

Report Type: Orders

eg. order no., name or email

ORDER TYPE: All Completed Orders DATE: Since sales started SORT: Date Descending PER PAGE: 20

Export: File Type Print Preview

**Orders: Since sales started** Issue Multiple Refunds

Total Sales: £0.00 Orders: 2 Attendees: 2

**Order no. 5786513099 - £0.00** Actions

Once you have found the order to be refunded, on the right side of the order information, click 'Actions', and on the drop box menu that opens select 'Issue Refund'. Then fill out the refund details, including the refund reason, which tickets you want to refund and the amount you want to refund (this should be 100%, unless the purchaser has asked to donate some of the cost of the ticket). Then click continue, add any 'Notes to the buyer' and then click 'Issue Refund'.

Events On Sale

**( your LG or city )**  
**coach to the big one!**  
Fri, 21 Apr 2023 15:00  
[View your event](#)

## Orders: Since sales started

Total Sales: £0.00 Orders: 1 Attendees: 1

**Order no. 5786513099 - £0.00** Actions

Completed (Delivery method: eTicket)

Ordered by MADE UP NAME (cafonev170@brandoza.com) on 7 Feb 2023 at 16:51 (GMT)  
Free order  
Collection type: Each Attendee

Attendee	Qty	Tickets	Paid	Actions
<a href="#">Made up Name</a>	1	General Admission test	£0.00	<span>Actions</span>
TOTAL			£0.00	

[Learn more about orders](#)