

# 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.

# Contents

Creating one-off events	Page I
Creating tickets for events	Page 5
Creating a series of events	Page 7
Viewing and managing attendees	Page 8
Issuing refunds	Page 10

### Section I: How to create one-off events

I. Sign into your British Rowing account



2. Select MENU

NU MY PROFIL		EVENTS & COURSES			
<b>L</b> Members	<b>Q</b> ualifications	Credentials	۶ Enquiries	<b>°</b> Family	t Clubs
## Events	Bookings	Venue Management	Products	Qualification Management	Credential Management
Q Chat	Documents	C Reports	Event Management	LE Membership Management	Boat Fees

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

F A	Club+		PROFILE	ac i	DETAILS M	IEMBERSHIP
€ •	Getting Started	Payment Setup	<b>≗≡</b> Membership Setup		DIVERSITY & EQUALITY	
	Club Finances	Event Management	Q Club Email		r personal and	Update Deta
	2	C	Ē			

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.

	nt Management							Summ	er Scu	lling I	BC	1
C Add New All Event:	Event						Sear	ch events				
	Status Council y 17 (STREPHY) Event Name	When ¢	Price(£)	Remaining Places	Bookings	Category	•	Status 🛊				
		When ¢ 29/11/2019 ©00:00	Price(£) £0	Remaining Places 10		Category Club Event	٠	Status 🖨	Ľ		; <u>•</u> ;	C
Reference • EV001544	Event Name \$	29/11/2019			0		٠				***	
Reference •	Event Name 🗘	29/11/2019 @00:00 01/12/2019	£0	10	0	Club Event	•	Draft Accepting	Ċ	-	-	0

5. To create a new event select ADD NEW EVENT

<b>≡</b> MENU	MY PROFILE MEI	MBERSHIP	EVENTS & COURSES				_	
🛧 Even	t Management						i.	
Events Ove	IVIEW							
Add New	Event							
All Events	A cepting Bookings	Cancelled	Deleted Draft					
	()	1	(1)					
			00					
Reference -	Status Summary by Cate	gory	\$	When 🛊	Price(£)	Remaining Places	Bookings	Catego
EV001544	Test Annie			29/11/2019 @00:00	£0	10	0	Club Ev
EV001543	Winter Social			01/12/2019 @19:00	£5-£10	200	0	Club St

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

*	Event Management			Summer Sculling BC
Ever	nts Overview			
←	Create a New Event			
				Gancel Preview Sav
	1 Event Details			Help & Fi
	Event Name:			
				*
	Category:	*	Map Satellite	
	Subcategory:			Batter See Estor
	Event Location Name:	8		United Kingdom

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

Find Member:	j000000 00000	
MID:	1197204	
First Name:	јооооо	*
Last Name:	00000	*
Email:	chtestmail@britishrowing.org	*
Phone:		*
Role:	Coordinator	*
Primary Conta	Promoter	
Prinary Conta	Coordinator	
	Local Coordinator	1
	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.

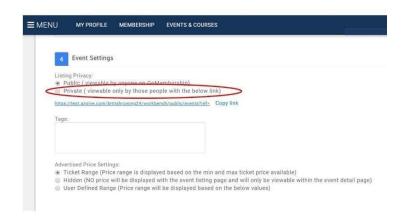
3 Event Tickets Add New Ticket				Help
Tickets		Price	Quantity available	_
Name: End of season do	Price: 15.00	Quantity available: 1	50	8
4 Event Settings				Hel

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

	Contacts				Phone Num	ber Role	Published	
				No record four	ıd.			
	3 Event Tickets						н	lelp & FA
	Add New Ticket	🗸 Select templa	ate ticket					
	Tickets					Price Quan	tity available	
	Standard ticket					£100.00	1100	1
	4 Event Settings						н	lelp & FA
	Featured Event							
	Listing Privacy: Public ( viewable by Private ( viewable a		Membership) eople with the below link)					
		only by mose pe	eople with the below link)					
	https://test.azolve.com/brit	tishrowing24/work	hench/oublic/events?ref=EBB7DEA	D1F9F4521C0C49668DDA690	F10BA48512 CODV			
	https://test.azolve.com/brit link	tishrowing24/work	bench/public/events?ref=EBB7DEA	D1E9E4521C0C49668DDA690	F1CBA48512 Copy			
		tishrowing24/workl	bench/public/events?ref=EBB7DEA	D1E9E4521C0C49668DDA690	IF1CBA48512 Copy			
		tishrowing24/warkl	bench/public/events?ref=EBB7DEA	LD1E9E4521C0C49668DDA690	IF1CBA48512 Copy			
ïcket		tishrowing24/warkl	bench/public/events?ref=EBB7DEA	D1E9E4521C0C49668DDA690	<u>F1CBA48512</u> Copy			×
	link	tishrowing24/warkl	bench/public/eventa?ref=EBB7DEA	D1E9E4521C0C49668DDA690	IFICBA48512 Copy			×
icket Ticket Deta	link	tishrowing24/work	bench/public/events?ref=EBB7DEA	D1E9E452100049668DDa690	<u>FIGBA48512</u> Copy			×
Ticket Deta	link	tishrowing24/wark	Booking Format:	D1E9E4521C0240668DDA693	<u>FIGBA48512</u> Copy			×
Ticket Deta	link	tishrowing24/work		D1E9E452100249668DDA693	EIGBA48512 Copy			×
Ticket Deta ame: dult ticket escription:	link ails	tishrowing24/work	Booking Format: Member * Booking End Date:	P Time - Hr: Min:		(10)		
Ticket Deta ame: dult ticket escription:	link ails	tishrowing24/workl	Booking Format: Member * Booking End Date:	P		and the file		×
Ticket Deta me: dult ticket scription:	link ails	tishrowing24/workl	Booking Format: Member v Booking End Date: 03/06/2020 Quantity available:	■ Time - Hr: Min: ■ 01 • 02 • ■ Min Booking Qty:	Max Booking Qty:			
Ticket Deta	link ails	tiahrowing24/workl	Booking Format: Member × Booking End Date: 03/06/2020	♥ Time - Hr: Min: ♥ 01 ▼ 02 ▼ ♥				
Ticket Deta	link ails	A second s	Booking Format: Member v Booking End Date: 03/06/2020 Quantity available:	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:			
Ticket Deta ame: Adult ticket escription: This ticket is for ac ode:	link ails	A second s	Booking Format: Member • Booking End Date: 03/06/2020 Quantity available: 250	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:			
ame: Adult ticket Escription: This ticket is for ac ode: I I rice:	link ails	and a second	Booking Format: Member • Booking End Date: 03/06/2020 Quantity available: 250	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:	0		
1 Ticket Deta ame: Adult ticket escription: This ticket is for ac ode:	link ails	A second s	Booking Format: Member • Booking End Date: 03/06/2020 Quantity available: 250	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:			
Ticket Deta	link ails	24/worki	Booking Format: Member • Booking End Date: 03/06/2020 Quantity available: 250	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:	0		×
Ticket Deta	link ails dults.	24 works	Booking Format: Member • Booking End Date: 03/06/2020 Quantity available: 250	Time - Hr: Min: 01 • 02 • 9 Min Booking Qty: 1	Max Booking Qty:	0		×

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.

Cancel Done



## Section 3: Creating a series of events

If your event has more than I 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.

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

5 Fixtures Add New Fixture	
Name Date	Category
No record found.	
Cancel Preview Save	

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

Name:		
Session 2		
Category:		
Course		1
Гуре:		
Course		
Date:	Time - Hr:	Min:
02/12/2019	10 •	00 •
/enue:		
The Boat House		
Description:		
Learn to Row course. Sess	ion 2.	

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

🔶 Ever	t Management							Sumr	ner Scu	llina BC	
Events Ove											
• Add New	Event							Search events			
4	) ( 1 ) ( 1 ) ( 1	) ( 1 )									
	1 1 1 1 Status Summary by Category Event Name		When \$	Price(£)	Remaining Places	Bookings	Category	Status	•		
		,00	When \$ 29/11/2019 @00:00	Price(£) £0	Remaining Places 10		Category Club Event	Status Draft			. (
Reference •	Event Name		29/11/2019			0				_	-
Reference • EV001544	Event Name Test Annie		29/11/2019 @00:00 01/12/2019	£0	10	0	Club Event	Draft	C	1	

#### 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).

🚖 Ever	nt Management								Sun	nmer Scu	Illing	BC	¢
Events Ov	erview												
O Add New	Event							Searc	ch events				
4 Summary By		$) \bigcirc$											
	1 1 1 1 Status Summary by Category: Event Name	)()	When \$	Price(£)	Remaining Places	Bookings	Category	¢	Status	•			
Reference •			When \$ 29/11/2019 @00:00	Price(£) £0	Remaining Places 10		Category Club Event	¢	Status Draft	•	li	.8:	0
Reference •	Event Name		29/11/2019			0		٠		•		**	-
Reference	Event Name Test Annie		29/11/2019 @00:00 01/12/2019	£0	10	0	Club Event	÷	Draft Accepting	C		*	-

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).

				s	earch	0	Export Attendees (CSV)	Export A	ttendees
Bookin	as Booked					1			
C									
4		)							
~									
	Desking Otatus, Com	and the whole and							
	Booking Status Sum		Posked Du	Entity Id	Mama		Email Address	01.*	Ctotuo
	Booking Status Sum	amary by Tickets  Booking Date	Booked By	Entity Id	Name	÷	Email Address	Qt <b>j¢</b>	Status
teference			Booked By Philip Pring	Entity Id 1185123	Name Philip Pring	٠	Email Address philip.pring@britishrowing,	Qty¢	Status Booked
B020546	Ticket					¢			
ummary By Reference CB020546 CB020545 CB020544	<b>Ticket</b> Adult	Booking Date 13/07/2020	Philip Pring	1185123	Philip Pring	¢	philip.pring@britishrowing	ĩ	Booked

### **S**ection 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

) Started	Payment Setup	L≣ Membership Setup	
Club Finances	Event Management	Q Club Email	
Club+ Account	C Upgrade Club+	Field Management	Copy link

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

Club Fi	nances					Summer Scu	Illing BC	
Payment Sum	imary Sub	scription Summary I	nstalment Summary					
Breakdown of y	our club paymen •	ts						
Payment S Payments £215.		Received Income 22 £212.30	Fees £2.70	Payment Breakdown Memberships £150.00	n Events £65.00	Other <b>£0.00</b>		
Payments						Search		0
Reference	Date	Payer Name	Туре	Method		Total	Status	0
Hereiteite		Claire Coop	Payment	Credit/Debit 0	Card	£10.00	Paid	\$
PR027726	06/12/2019	Courte Carini						

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

- Payment Details										
PR027726								С	redit/De	bit Card
6 Lower Mall Hammersmith W6 90J Bedfordstire United Kingdom 07388220759							Payment I Date: 06/12/2019 Processed B Status: COMPLETE	9 12:44 ly:		
ltem	Price	Quantity	Discount	Surcharge	Net	Твх	Gross	Max Refundable	Refunded	_
adult	£10.00	3	£0.00	£0.00	£10.00	£0.00	£10,00	£10.00	£0.00	5 Refund
										D Refund All
							Summary			
							Discount:			£0.00
							Surcharge:			£0.00

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

Refund		×
Full Refund	Partial Refund	
Amount £ 10.00		1
Comment:		
		3
-		
	Cencel Refund	