CLIENT CONTROLLED REFUNDS

v. September 2024

CLIENT CONTROLLED REFUNDS

HomeTown has now implemented a way so that it is clear to ticket purchasers what your refund policy is on checkouts and confirmations based on the policy set on the event.

As the client, you will have the opportunity to set your refund policy to allow refunds or not allow refunds (all will be defaulted to not allow refunds on release). Through this setting, you will become responsible for issuing your own refunds, if you are connected and using Stripe as your payment processor.

You have the opportunity to choose your refund policy globally in the settings. At the release of this feature, your global settings have been moved to default *No Refunds Allowed* policy. This can be changed in Settings → Refund Policy.

NO REFUNDS

HOMETOWN

<u>NO</u> REFUNDS ALLOWED POLICY

If you choose a *No Refunds Allowed* policy, a disclaimer will be shown on the ticketing page in the same spot as the Event Policy lives now. This message will appear automatically, alongside any other event policies you may have added (clear bag policy, parking rules, etc)

<u>NO</u> REFUNDS ALLOWED POLICY

When publishing the event, you will be prompted to add an *Event Organizer*. This event organizer must be one of the users in the box office that are at least a Department Manager or above, and have access to the event, school, venue, and department that coincide with the event. This is required regardless of the Refund Policy you choose.

Event Details

Drag event image here

- OR -

Choose Photo to Upload

Ideal image size: 600x425
Accepted formats: .jpg, .png, .tiff, .svg

Event Date 09/14/2024 12:00 PM
–09/14/2024 12:00 PM EDT

Event Type Ticketed Event

Venue Test venue

Seating Type General Admission

Seat Map None

No Description Supplied

Event Organizer
This Will Be Set When Publishing The Event

Ticket Redemption Method:
⊞ Scan

Event Policy:
clear bag policy in effect - Refund Requests through Event Host.

Event Options
Edit   Duplicate   Delete

Box Office Tools
Order List   Guest List   Event Reports   Start Check-In   Create Order

Schedule Publish ✕

Event Organizer *
This user will become the organizer for this event
District Official customer@hometownticketing.com
School Admin customer@hometownticketing.com
Department Manager
customer@hometownticketing.com
☐ Include Email Address on all order confirmations for any support needs
This is required if you have chosen to accept refunds

Select a publish time for your site
⦿ Publish Immediately
◯ Schedule to publish on select day/time before event
◯ Select Custom Day/Time

Privacy Settings
Choose if this event is visible to the public or a select group with the link.

Public ▾

Save

REFUNDS ALLOWED POLICY

If you choose to **Allow Refunds**, this information is not listed anywhere specifically (i.e. your ticketing page won't say explicitly "we allow refunds", it just won't say "no refunds allowed")

The **Event Organizer** field is *required* when publishing the event, and that person's email address will appear in the confirmation email to fans. Same event organizer rules as above apply

The confirmation email will contain a "mailto:" link, when if clicked, it auto-populates an email from the fan with the order information to the event organizer, so they have all the information they need to process the refund if they choose to.

The information that auto-populates in the email to the event organizer also contains all of the info HomeTown Support will need to process a refund internally for Managed Clients (Checks, ACH).

GLOBAL SETTINGS: REFUND POLICY

You have the opportunity to choose your refund policy globally in the settings. At the release of this feature, your global settings have been moved to default *No Refunds Allowed* policy.

This can be changed in Settings → All Settings → Refund Policy

The Refund Policy can be updated per event as well