
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

NO REFUNDS ALLOWED POLICY

Create Event

event New Event

Event Details

Asterisks(*) indicate mandatory fields

Event Type *

Ticketed Event

Custom Button

GET TICKETS

School Club/Fund *

Example: Theatre Program, NHS, Art Club. Reference will appear in financial reports for event.

Event Name *

This will appear on your website and tickets

Venue *

☒ Display venue
 ☐ Hide venue

☒ All venues
 ☐ Venues with seat maps
 ☐ Venues without seat maps

Select Venue

School *

Test school

Department *

Athletics

Event Start *

DD/MM/YYYY H:M TT

local

Event End *

DD/MM/YYYY H:M TT

local

☒ Display start/end date & time
 ☐ Hide start/end date & time

☒ This option gives the ability to display or hide the Event Date/Time for purchasers. If hidden, no date/time information will display on the embed or the order confirmation email.

For Sporting Events

Sports Team *

--Select Sports Team--

Ticket Redemption

Select event-level ticket redemption setting:

☒ Scan
 ☐ Self Check-In

☒ Scan requires the ticket's QR code to be scanned by an event worker in order to enter.
 ☐ Self Check-In allows the user to redeem prior to entering the event.

Refund Policy

Do Not Allow Refunds

Refund Responsibilities

☒ This will override the global settings for this event.

Event Policy

Enter your event policy here

Setup Progress

event details

ticket flows & pricing

preview & publish

Next >

Self Check-In allows the user to redeem prior to entering the event.

Refund Policy

Do Not Allow Refunds

All ticket purchasers will be shown a no refund or exchange disclaimer on order confirmations

Event Policy

Enter your event policy here


This will override the global settings for this event.

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)

NO 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 Organizer
This Will Be Set When Publishing The Event

Event Options
Edit **Duplicate** **Delete**



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

Ticket Redemption Method:
  Scan

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

No Description Supplied

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

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).

Schedule Publish [X]

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
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Privacy Settings

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

Public [v]

Save

Event Organizer *

District Official - customer@hometownticketing.com

☒ Include Email Address on all order confirmations for any support needs
This is required if you have chosen to accept refunds

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

EVENT OPTIONS

[Ticket Redemption](#)

[Default Event Terms](#)

[Custom Data Fields](#)

[Address Collection](#)

[Refund Policy](#)

The Refund Policy can be updated per event as well

Refund Policy
All Events

*You are responsible for issuing refunds.

☒ **Do Not Allow Refunds**
All ticket purchasers will be shown a no refund or exchange disclaimer on order confirmation.

☐ **Allow Refund Requests** ⓘ
The contact information of the event organizer will be provided on all order confirmations for ticket purchasers to request a refund.

Refund Policy
All Events

*You are responsible for issuing refunds.

☐ **Do Not Allow Refunds**
All ticket purchasers will be shown a no refund or exchange disclaimer on order confirmation.

☒ **Allow Refund Requests** ⓘ
The contact information of the event organizer will be provided on all order confirmations for ticket purchasers to request a refund.

ⓘ This setting will be the default for all events, but can be changed on an event-by-event basis. If an update to the box office setting is made here, it will only apply to new events created, while existing events will retain their current setting unless edited individually.