

# 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. 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** → **All Settings** → **Refund Policy**.

### 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.

Submit

EVENT OPTIONS

Ticket Redemption
Default Event Terms
Custom Data Fields
Address Collection

Refund Policy

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

This will override the global settings for this event.

Event Policy
Enter your event policy here

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 Date

09/14/2024 12:00 PM

Event Type

Ticketed Event

Venue

Test venue

Seating Type

General Admission

Seat Map

None

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

The Refund Policy can be updated per event as well -

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