

## A Guide to Registering for Events and Trainings on Eventbrite

### Contents

I. Introduction.....	P1
II. Registering to ‘invite only’ events.....	P1
III. Registering to public events.....	P2
IV. Registering to paid events.....	P2
V. FAQs.....	P3

### I. Introduction

**This is a guide to use when wanting to register to an event or training that is featured on TheLink Website.**

Select your chosen event on [TheLink’s Events and Training Page](#). Once you have selected the event you are interested in there will be a section on the right hand side which says “*Book Now for this event*”. Select “*Go to Eventbrite*”. This will then redirect you to the Eventbrite website.

Please remember this option is only available for events that are set up for online registration (via Eventbrite). There may be some events which will require registration by other means such as emailing a specific email account for confirmation. It is always important to read the full content of each event or training as it may

have instructions included. Some events will be set up as invite only (private) where you will need to receive an invite to register.

### II. Registering to ‘invite only’ events

On most occasions an email will be sent to attendees to register on to an event that is arranged by Slough Borough Council. This email invitation will be sent from Eventbrite where you can then register through that email.

If you believe you should have been invited to an event, please contact us by emailing [thelink@slough.gov.uk](mailto:thelink@slough.gov.uk). We will then confer with the event organiser.

#### To register:

- Click on the email received where there will be an orange box (sometimes green) that says “*attend event*”. Click on this.
- This will redirect you to the Eventbrite website where you will then be asked to enter the name and email address of the attendee.
- On some events further information may be requested such as the name of your organisation (school/setting), your job title and other questions that the event organiser may want to ask upon registration.
- Once this has been done you then select register on the green box. You will then receive an email which will confirm your order. This confirmation email will be sent to the email address you have entered upon registration.

### III. Registering for public events

When an event has been set up as public, this means you or the event organiser can share the **URL address** (*this is shown on the internet browser and usually begins with https or www.*) to encourage attendance from the suitable audience.

Some events are set up with multiple dates where you can choose the date you are interested in.

#### To register:

- Click on the desired event you are interested in from TheLink (or click on the link that has been sent to you). Either of these links will eventually redirect you to Eventbrite to register.
- When you have reached Eventbrite, you will see on the right hand side in a green or orange box that will say either “select date” or “register now”.
- Select on the date/register button. Choose a date (if applicable). This will then redirect you to a registration page asking you to then enter the **attendees** name and email address.
- On some events further information may be requested such as the name of your organisation (school/setting), your job title and other questions that the event organiser may want to ask upon registration.
- Once this has been done you then select register on the green box. You will then receive an email which will confirm your order. This confirmation email will be sent to the email address you have entered upon registration.

### IV. Registering for paid events

Whether an event is by invite only or public, some events will have a fee that would need to be paid. This payment is supposed to be paid by invoice only and this is something we would action after the event is complete.

We do not expect any of our attendees to download Eventbrite invoices as these do not match our procedures as of yet. We will send a Slough Borough Council Invoice within 14 days after the event. Please note you will still be charged for non-attendance.

#### To register:

- Click on the desired event you are interested in from TheLink (or click on the link that has been sent to you). Either of these links will eventually redirect you to Eventbrite to register.
- When you have reached Eventbrite, you will see on the right hand side in a green or orange box that will say either “select date” or “register now”.
- Select on the date/register button. Choose a date (if applicable). This will then redirect you to a registration page asking you to then enter the **attendees** name and email address.
- Where it mentions “payments”, if you click on “pay by card” a drop down should appear where you would then select “pay by invoice” or sometimes says “pay by other”. Selecting this option then enables you to register without making payment.
- Once this has been done you then select register on the green box. You will then receive an email which will confirm your order. This confirmation email will be sent to the email address you have entered upon registration.

## V. FAQs

### REGISTERING



**I clicked on “Go to Eventbrite” from TheLink website and it took me to Eventbrite but a pop up came up and asked me to contact the organiser. Why is this?**



The event is by invite only and registrations can only be made with an email invitation. If you feel you should have been invited you can contact us and we will double check this with the Event organiser and get back to you as soon as possible.

There should be a box under the title of the event which asks you to “*contact the organiser*”. If you click on this it will prompt you to insert your name, email address and your query. This will then be sent straight to TheLink Team who will deal with your query.



**I have received an invitation to an event but every time I go on to the website it brings up a pop up to contact the organiser. Why is this?**



You cannot register via the website on invite only events. You have to register via the email that is sent to you from [orders@eventbrite.com](mailto:orders@eventbrite.com). This should sit in your inbox or your junk mail and will be from [orders@eventbrite.com](mailto:orders@eventbrite.com).



**I have been told I have been invited to an event but I have checked my inbox and my junk mail and have still not received**



**an invite?**  
If you have contacted us and we have sent you a further invite but you have still not received this in your inbox/junk mail, there is a high possibility that your IT Team has restricted the Eventbrite.com domain name. Please contact your IT and ask them to allow emails from [orders@eventbrite.com](mailto:orders@eventbrite.com) and remove any restrictions. This should resolve

the issue. If you continue to have problems please email us your query to [thelink@slough.gov.uk](mailto:thelink@slough.gov.uk) and we will investigate this further.



**Updating your registered information**



You can manually edit your information by logging into Eventbrite and select Tickets in the top right corner (next to the “*person icon*”). Select “*your order*” and then select “*edit*” on the right. Make the changes you wish to make and then click “*save*”.

If you do not see an “edit” button on the right, this means we have disabled the ability to change registered information. On the left if you select “*contact the organiser*” you can then put in your request to make the update on your behalf.

Please note you can **not** change the number of tickets ordered, billing address or card payment type used. We also recommend selecting the “*Send confirmation email to new attendee*” box if you change the email address.



**Can I register on behalf of someone else?**



You can register on behalf of someone but remember to insert the attendees name and email address rather than the individual who is registering them on. The confirmation email will be sent to the email address provided at registration.



**Can I register for more than one attendee?**

This depends on the event settings as some events will have the option to register multiple attendees and other events will be limited to one applicant. Please register each attendee separately if you are unable to register for more than one attendee. If the event is by invite only, please [contact the organiser](#) to request for an additional invite.



**I registered but didn't receive an email confirmation. Did my registration go through?**



Sometimes it takes up to 10 minutes before an email arrives in your inbox. The email confirmation will be from [orders@eventbrite.com](mailto:orders@eventbrite.com). If after 10 minutes you have still not received an email confirmation please check your junk mail as it may have arrived there. Please note the email confirmation will only go to the email address you entered upon registration.

## CANCELLING



**I want to cancel my free registration. How do I do this?**



In order to cancel your registration, you will need to log into [Eventbrite](https://www.eventbrite.com). Your details can be found on your order confirmation email. If someone else has registered on your behalf and used a different email address then that person needs to cancel on your behalf.

***Please note the option to cancel will only appear on a desktop computer and not a mobile device.***

Once you have logged in, there will be a drop down menu from the top right corner next to the "person" icon. If you select "Tickets", this will then show you a list of your orders. Select "Manage your order" on the event/training that you registered for. This will bring up a new page where you then select "cancel order". A further prompt will appear asking "are you sure you wish to cancel this order" select "yes, cancel this order". You will then receive an email confirming the cancellation. This email will also be sent to TheLink Team.



**I want to cancel my registration to a paid event. How do I do this?**



Please note you can only cancel a paid event prior to 7 days of the events start date. If you choose to cancel on the day, you will be charged for non-attendance. To cancel a paid event, log into Eventbrite and select from the menu (next to the "person icon") and then select "tickets", this will then show you a list of your orders. Select the event/training that you registered for. This will bring up a new page where you then select "request refund". A further prompt will appear asking "are you sure you wish to request for a refund?" Select "yes". Then an email will be sent to TheLink Team for consideration.



**Can I get a refund for an event I registered to?**



Each event will have its own refund policy which will be stated on the Eventbrite page on the right side under the heading "refund policy".

If the events policy states "no refund" this would mean you will be charged for non-attendance.

If you wish to challenge the policy please contact the event organiser by emailing [thelink@slough.gov.uk](mailto:thelink@slough.gov.uk).

If you have further questions regarding Eventbrite please contact us by emailing [thelink@slough.gov.uk](mailto:thelink@slough.gov.uk) or alternatively call on **01753 875504**.