

Waitlist

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Certain events require a maximum number of participants. Events with limited seating, or a game with a limit on number of players, for example, need a maximum participation limit.

With Heylo [events](#), an [admin](#) or [host](#) can set a participation limit for the event. Attendees can [register](#) on a first come first serve basis, and everyone who registers, regardless of registration, is added toward the size limit. The size limit does not include hosts or "interested".

Once the size limit is reached, anyone over the limit is added to a waitlist and the [event chat](#). If someone can no longer attend and changes their registration, the next member is added to the registration list. They automatically receive a [push notification](#) from the mobile app and email to their inbox. The waitlist is visible to everyone so popular events remain transparent and fair.

Waitlist size caps can be edited anytime after an event is published (but before the event starts). Waitlists are automatically updated. For example, if there is an event with a 20-person cap and 10 on the waitlist, and the cap moves to 25, the first 5 attendees can move up.

Any host or admin can adjust the waitlist order by long-pressing on the attendee's name and adjusting the order. No one is notified of changes to the waitlist order.

Paid events and waitlists

When a paid event has a [waitlist](#) and a member [registers](#) on the waitlist, they must add [payment info](#).

If the member comes off the waitlist before the cancellation period, then they are charged according to the cancellation period terms.

If the member comes off the waitlist after the cancellation period, then the member must be [checked-in](#) at the event to complete payment.

[See how paid events work on Heylo.](#)

Guests and waitlists

If an event has a waitlist, and the next attendee in line includes guests, Heylo will ensure there is adequate space before adding the entire party. Each party is treated as a single unit, meaning they will only be approved and notified once there is enough room for everyone in their group. For example, if one member cancels and the next attendee on the waitlist has a guest, Heylo will wait until another cancellation occurs to accommodate both the attendee and their guest. If the second

cancellation doesn't happen, Heylo will not notify the attendee and their guest, as there isn't enough space for the whole party to join.

As a reminder, hosts and admins can manually adjust the waitlist order to prioritize smaller parties or make other changes as needed.

Check-ins and waitlists

Members on a waitlist cannot check themselves in. However, they can be checked in by a host, admin, or leader with event management [permissions](#).
