Paid event tickets

Collect money in advance with paid event tickets on Heylo.

Leaders use paid events on Heylo to organize volleyball tournaments, running challenges, brunches, parties, and family picnics. Not only do the extra resources enhance the event experience, but payment in advance also reduces no-shows. Paid events hold everyone accountable and help members show up.

Furthermore, all events on Heylo, paid events are social. Members can see who is hosting and attending, and the event chat builds momentum before the event starts. Making group events social on Heylo typically increases payment volumes beyond leader expectations, especially when paid events are utilized in an active group.

On Heylo, leaders collect money anytime before the event. Members sign up with payment info, and then their payment info is billed at the designated event collection time. The timing can be controlled by setting a cancellation period as described below.

Payments are paid out to the linked bank account.

Creating a paid event

To create a paid event, add a price to the event registration. You can offer multiple registrations with different prices. A member can only sign up for one registration.

Multiple prices help make the event more accessible and increase revenue.

Here are ways groups use paid events:
- **Donations**. Offer a donation option to collect voluntary contributions for your event! Members can opt to donate and pay the higher amount.
- **Premium**. Add a "VIP" or higher-end experience for members who want to join and receive extra benefits
- **Member benefit**. Drop your price for members and add a higher price for the general public
- **Add-on**. Don't stop once the event ends! Use an add-on to keep bringing people together, whether it's an after-party or post-event meal.

The event host can decide who pays the fees for the event. If the group absorbs fees, the exact event price is the final price paid. If the member absorbs fees, the member pays the listed price plus service fees, and the group receives the exact event price upon payout.

A bank account must be linked for the paid event to be published.

Cancellation period and refunds

The host of the event can determine the cancellation period for the event. The cancellation period is set when the payment is collected. For example, if an event is at 6:00 pm with a 12-hour cancellation period, payments from signed-up attendees will be collected at 6:00 am that same day. To collect payment immediately, set a payment cancellation period greater than the time to sign up for the event.

A member can change their event sign-up any time before the cancellation period without charge. After the cancellation period, sign-ups cannot be changed and the event becomes non-refundable (learn more about guests). Anyone who signs up after the cancellation period is charged immediately. If an admin needs to make an exception, and they can issue a refund.

By default, events have a 12-hour cancellation policy prior to the start of the event.

Early bird tickets and changing event price

Event hosts can change the price of the event over time. Members are charged for the price at the moment in which they sign up which gives the host ultimate control over event pricing.

For example, if a host wants to encourage early sign-ups, they can use an early bird pricing structure. The event can start at $10 per ticket, and then increase to $20 at the host's discretion. Anyone who signs up at $10 is charged $10 no matter the cancellation policy.

Once an attendee signs up for a paid event, an admin can adjust the price for that specific person on an individual basis until the cancellation period expires.

Signing up for a paid event

When a member signs up for a paid event, they must have valid payment info for their account. A preauthorization charge confirms their payment amount. Thereafter, their card is charged according to the payment terms of the event.

Paid events are the ultimate way to ensure attendance and deliver a great experience for members.

Paid events and waitlists

See how waitlists work with paid events.