

Receipts and payment history

07/21/2025 1:19 pm PDT

Emailed receipts

Payments for an [event ticket](#) or [donation](#) will receive an automated email receipt once the payment has been completed.

Viewing and Downloading Your Payment Records and Receipts

You can review all of your payments to Heylo at any time:

1. Click **My account** in the upper-right corner of any Heylo page.
2. Select **My payments** to see a detailed list of charges, refunds, and their statuses.

Receipts can also be sent to your email on file using the icon next to the payment.

How Charges Appear on Your Card Statement

For clarity and easy reconciliation, charges processed by Heylo appear on your credit or debit card statement as:

HEYLO-[GROUP NAME]

The group name is truncated if necessary to fit the character limits imposed by card networks.

Need a custom receipt or multiple?

If you require a unique format, [contact the Heylo team](#).
