REGISTRATION & TICKETING

GETTING STARTED GUIDE

Once you have created your LocalHop event and selected "LocalHop Ticketing" from the ticketing option drop down, select the orange "Change" button. This will bring up the "Edit Ticketing Configuration" pop-up.

EDIT TICKETING CONFIGURATION

In the "Edit Ticketing Configuration" pop-up, fill out the requested information.

BUTTON LABEL
Select the label that best describes/directs the patron to join your guest list. The options are REGISTER, BUY TICKETS, or SIGN UP.

FORM
Select which form you will be using to collect information from your guests during the registration process.

Note: Forms can be created and edited in the "Organization" drop down before creating your events. If you need assistance creating a form, please see our guide "FORM BUILDER - GETTING STARTED" on our support page.

TOTAL EVENT CAPACITY
This is how many total tickets can be sold to your event across all ticket types that you create.

WAITLIST
Check the box if you would like to enable a waitlist for this event. When tickets sell out or capacity has been reached, the waitlist becomes available.

Note: At this time the waitlist can only be enabled for free events. LocalHop will not store patrons credit card information. Without payment completion patrons cannot be bumped from the waitlist to the guest list.

Select the green "Save Configuration" button to save your information.

TICKET TYPES

Begin by selecting the orange "+Add Ticket Type" button. Complete the information requested in the pop-up.

TICKET NAME
Name your ticket type. Some examples include: general admission, VIP, senior, child, student/alumni, etc.

Note: There is no limit to the amount of ticket types that can be created for an event.

TICKET PRICE
Set the price of your tickets for that ticket type. Service and credit card fees will be pulled from ticket payments, be sure to factor in service and credit card fees when setting the price of your tickets.

TICKET QTY
Add the maximum number of tickets that can be sold for this ticket type. The total event capacity will prevent any combination of ticket types from going over the available seating capacity.

OVERFLOW QTY
Waitlist must be enabled and an overflow quantity must be given to activate this feature. The set overflow quantity is the total amount of guests that will be allowed to go over the maximum amount of guest tickets. After joining the waitlist, the overflow will take roughly 5 minutes to trigger the move from the waitlist to the guest list, followed by a notification on the sign-up page that tickets are no longer available.

Example: Your event allows for 30 attendees/tickets. 29 tickets have been sold. You have set your overflow quantity at 2 and have enabled a waitlist for the event. A family of three have signed up for the waitlist after being notified that only one ticket is available for the event. Within 5 minutes the overflow feature will trigger and automatically move the family of three onto the guest list, bringing the total number of attendees to 32 for the event. Since your overflow claimed the last ticket, tickets for the event would then display as sold out.

TICKET DESCRIPTION
Describe the ticket type in detail. What does the ticket include or not include compared to the other ticket types?

REGISTRATION START & END DATES AND TIMES
You control when your tickets become available and when registration will end. Set the days and times you wish to open and close ticket availability.

To complete and save your ticket type select the green "Save Ticket Type" button.

You are able to edit your ticket types and change ticket quantity and availability at any time before your event.