CROHN'S & COLITIS UK

VOLUNTEER RESOURCE

EVENTBRITE PROCESS EXPLAINED

Aim of this document is to explain

- Why Eventbrite needs to be used when hosting events that have a capacity or require pre-registration to attend
- Why this needs to be set up centrally by the Volunteering Team.
- How the whole process will work to make sure; events are promoted as soon as possible, only the necessary data is obtained from attendees, your Local Network have timely updates regarding sign ups and can use the data to support the on the day management of the event.

QUICK SUMMARY

For events where there is a capacity or need for registration, the Volunteering Team will create the tickets on Eventbrite to make sure the information is securely looked after. Where events are open for all ages to attend or specifically targeted at children and families, we require further information about the attendees who are under 18 years old. This information is their name, age and address. This extra information allows us to fully identify them if we need to complete a safeguarding incident report. A running total of attendees can be shared with your Local Network whenever it's requested and the final details of those registered passed on before the event to help manage the sign in process on the day.

DETAILED EXPLAINATION AND PROCESS

WHY THE VOLUNTEERING TEAM NEED TO SET THE PAGE UP AND NOT THE LOCAL NETWORK?

This due to the need to protect the data that is captured in one place instead of it being stored locally by your Local Network to make sure it is only accessed by those who need to see it and that the data is only used for the purposes it was given i.e. to help support the safe running of the event.

The other reason is to make sure that the event is set-up in a way that fully adheres to our Safeguarding of Children policy with the need to collect extra information for those under 18 years old.

WHY EVENTBRITE?

We are aware of other ticketing websites we could use however we have chosen to use Eventbrite because it is a well trusted ticketing website and will be familiar to many of our supporters as it's commonly used by major companies when allocating tickets. It also does not charge us when people register for free tickets.

DOES YOUR EVENT NEED AN EVENTBRITE PAGE SET–UP?

Not every event or activity Local Networks run will require an Eventbrite page set-up however in the following scenario a page will need to be created and should only be set-up by the Volunteering Team.

1. Does the event have a physical capacity you feel will be reached?
2. Does the event require a ticket to attend? – This ticket can be free or at cost
3. Do people need to register on the day at the event?

If you answer **YES** to any of the above three question, then an Eventbrite page needs to be created.

If you answer **NO** to ALL of these questions, then an Eventbrite page does not need to be set-up.

If you would like people to let you know if they wish to attend an event for catering purposes only then an Eventbrite page is not required and this can be solved by asking people to email the Local Network or networks@crohnsandcolitis.org.uk.

ARE WE ABLE TO CHARGE FOR EVENTS?

Local Networks should not charge attendees to attend any of their events however they can ask attendees to pay a suggested donation amount, although they are not compelled to pay this to attend. Eventbrite ticketing system is only for people to register for free tickets or to register interest to later pay on the day in the means of a suggested donation. It is not to used to sell tickets. Where funds are required ahead of the event, this is usually via direct transfers which can be arranged with VDO and coordinated treasurer.

SETTING UP THE PAGE

To help the Volunteering Team create the page in the most efficient time please provide the following information to network@crohnsandcolitis.org.uk or your VDO as soon as you can.

- Event type
- Event Name
- Date and Time
- What is the capacity for the event?
- When do you wish for registration to be open FROM and TO?
- Location (including postcode)
- Whether the event is for over 18 only or can any age attend?
- If there is a suggested donation associated with the event that you would like attendees to pay on the day
- Blurb describing the event
- What further information do you require from attendees i.e. dietary requirements, activity choice etc.

Why is the age of attendees important?

Where events are open for all ages to attend or specifically targeted at children and families, we require further information about the attendees who are under 18 years old. This information is their name, age and address which allows us to fully identify them if we need to complete a safeguarding incident report. This is following the Charity's safeguarding policy and practice and is in line with current best practice to ask for this information to ensure the safety and wellbeing of anyone under the age of 18 attending our events. This information will be kept securely for the duration of this event, will be destroyed securely immediately after and will not be used for any other purpose. If you have any questions or concerns about this or any other issue about safeguarding please email safeguarding@crohnsandcolitis.org.uk or call 01727 830038.

N.B Where on the day registration is available Local Networks will need to capture the name, date of birth and address of those attending under the age of 18.

AFTER SETUP

A running total of attendees can be shared with the Local Network on a weekly basis. The final details of those registered will be passed onto the Local Network before the event to help you manage the sign in process on the day.

AT THE EVENT

Please use the registration information sent to you to mark attendees on the day.

N.B For events that are open for all ages to attend or specifically targeted at children and families and on the day registration is available Local Networks will need to capture the name, date of birth and address of those attending under the age of 18.

AFTER THE EVENT

Please keep a record of how many attended vs expected and pass this onto the Volunteer Team and destroy any attendees' lists.

For events where under 18-year olds attended and registered on the day with their parent or guardian please add their details to this [Eventbrite dummy event](). Choosing the ticket option as the event they attended. After doing so please destroy the paper copies. This will allow the details to securely be stored in case it's needed at a later date for safeguarding reporting.