



# Your Guide to Ticket Refund Alternatives



## Understanding Your Options

COVID-19 and social distancing orders have forced thousands of events to change course. Whether your event is cancelled, postponed, or moving online, it's important to know what options you and your attendees have outside of ticket refunds. Eventbrite has created an [attendee guide](#) to help independent event creators during this time, but here are some ways you can directly communicate with your community and encourage them to support your business.

- Request donations by creating a fee-free [donation ticket](#)\* on Eventbrite, or create and promote a [GoFundMe campaign](#) to turn more of your past attendees into donors.
- Give your attendees the option of attending a similar event on a later date. Eventbrite allows you to [transfer attendees](#) to another event.
- Consider moving your event online. [Here's how to get started creating your first live online event.](#)
- We will be able to gather once again, and you want to be there for your attendees when that day comes. [Offer a gift card](#) through Eventbrite's integration with Gift Up! to use for a future event.
- Reward your attendees' generosity by [giving a discount](#) for a future event.

Most importantly, be transparent with your attendees. Communicate the reality of the impact of COVID-19 on your business and why you're giving your attendees the option to reschedule or donate their ticket. Though attendees still have [refund rights](#) (especially if an event is cancelled), we've [drafted templates](#) for social media and email you can use to ask your attendees to consider other options.

*\*There are no service fees for donation tickets. Credit card processing fees still apply.*