

Managing your Eventbrite booking

The CQI manages several events using Eventbrite, a third-party website which enables us to manage event registrations.

This guide will help you to edit or cancel your event registration. Further support can be found at www.eventbrite.co.uk/support

Where is my ticket?

You can find your tickets attached as a PDF to your order confirmation (sent to you by email). You can also access your tickets via your Eventbrite account – just enter your email address at www.eventbrite.com/gettickets

[Click here for step by step instructions](#)

I want to update my personal details

You can edit your name, email address or any other information that you provided when booking your ticket. Simply go to www.eventbrite.com/gettickets, click on the event, and then click 'edit'. You should now be able to amend your details.

[Click here for step by step instructions.](#)

I need to cancel my registration

Did you pay for your ticket? There are two different methods, depending on what type of ticket you booked:

- To cancel a free ticket, go to www.eventbrite.com/gettickets, select the event, and then click 'Cancel Order'. You will be asked to confirm your cancellation, click 'Yes – cancel this order'. You will receive an email confirming that your order has been cancelled.
[Click here for step by step instructions](#)
- To cancel a ticket that you have already paid for, check the event refund policy, which you will find on the order confirmation email that you received after purchasing.
 - If the event allows refunds, go to go to www.eventbrite.com/gettickets, select the event, and then click 'Request a refund'. The CQI aims to process your refund within 7 working days, and can take a further 7 working days to appear in your account.
[Click here for step by step instructions](#)
 - If the event does not allow refunds, you may be able to transfer the ticket to someone else.

I want to transfer my ticket to my friend / colleague

If you cannot attend and want to give your ticket to someone else, you can change the name on your ticket. Follow the steps to update your personal details (above). You will also need to update the email address associated with your order, and tick the box to send the new attendee a confirmation email with all the ticket/registration information they'll need.

Please note that you cannot update the payment information associated with your ticket.

[Click here for step by step instructions.](#)

I need help for something else

Eventbrite has an extensive 'help' section on their website. Please search for a solution at www.eventbrite.co.uk/support

If you continue to have difficulties, please contact marketing@quality.org