FAMDA TRYBOOKING USER MANUAL

Foster Arts Music & Drama Association (FAMDA)

Prepared for Production Teams & Volunteers

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Prepared for: Foster Arts Music & Drama Association (FAMDA)

Purpose: To guide FAMDA volunteers, committee members, and event coordinators in effectively setting up and managing events through TryBooking for any FAMDA performance, including plays, musical productions, one act play festivals, and community showcases.

CONTENTS

1. Introduction to TryBooking

- Secure, user-friendly online booking and ticketing platform.
- Used for managing bookings, seating, payments, and reporting.
- Real-time access to patron data and door lists.

2. Setting Up a New Event

- Log into TryBooking dashboard.
- Click 'Create Event' and enter event name, venue, and organiser.
- Upload banner image and event logo.
- Set booking open and close dates.
- Save and continue to session creation.

3. Creating Sessions

- Define each performance as a separate session.
- Enter date, time, capacity, and pricing structure.
- Use session copy feature for multi-performance events.
- Ensure time spacing between sessions for FOH resets.

4. Ticket Types and Pricing

- Create types: Adult, Concession, Youth, Weekend Pass, Companion Card.
- Assign pricing and max quantities per type.
- Add internal ticket types (e.g., complimentary, technical).
- Enable discount codes if required.

5. Event Description & Booking Instructions

- Include full title, director, show description, duration, interval info.
- Add age suitability, content warnings, and accessibility notes.
- Write clear patron instructions for digital tickets and entry.
- Include refund policy and contact email.

6. Managing Seating

- Use 'General Admission' for simple setups.
- Use 'Allocated Seating' for mapped venues with tiered pricing.
- Upload seating map or use TryBooking's tool.
- Assign seats to ticket types if needed.

7. Publishing the Event

- Preview event page for layout and text accuracy.
- Publish event and test the live booking link.
- Enable 'Booking notification' to receive email alerts.
- Share link with marketing and committee.

8. Integrating Bookings into Publicity

- Embed TryBooking link on FAMDA's website.
- Add link and QR code to posters, flyers, email newsletters.
- Share direct link on social media and cast posts.
- Coordinate release with media plan.

9. Accessing Reports & Door Lists

- Use the Reports tab to view ticket sales by session or ticket type.
- Export CSV or PDF versions of door lists 24 hrs before show.
- Use Door List to check in patrons manually or digitally.
- Track sold vs unsold seats to monitor trends.

10. Box Office and FOH Setup

- Setup check-in desk with printout or digital check-in.
- Have a volunteer float, change box, ticket scanner (if used).
- Print programs and signage.
- Brief FOH volunteers before each session on patron flow.

11. Managing Refunds and Cancellations

- Refunds processed via dashboard under Transactions tab.
- Set refund policy at event setup (e.g., 48 hours notice).
- Communicate via bulk email if cancelling a session.
- Mark cancelled sessions as 'Hidden' or 'Closed' if not removed.

12. Appendix A: Sample Ticket Layout

- Event: FAMDA Presents: The Mousetrap
- Date: Saturday 30 August, 7:30 PM
- Venue: Foster War Memorial Arts Centre
- Seat: General Admission or Row B Seat 5
- Barcode or QR code

13. Appendix B: Door List Template

- Patron Name | Email Address | Ticket Type | Quantity | Notes
- Jane Smith | jane@email.com | Adult | 2 | N/A
- John Brown | john@email.com | Concession | 1 | Wheelchair

14. Appendix C: Booking Confirmation Text

- Thank you for booking with FAMDA!
- You are confirmed for The One Act Play Festival at Foster War Memorial Arts Centre.
- Tickets: [Attached as PDF or viewable on phone]
- Please arrive at least 15 minutes early.
- For questions, email us at info@famda.org.au

15. Appendix D: Event Setup Checklist (One Act Play Festival Example)

- **Confirm event title and description:** The One Act Play Festival, includes session info and show blurb.
- **Add all session times and capacities:** Sessions for Saturday and Sunday, 150 capacity each.
- **Create ticket types and assign prices:** Adult, Concession, Youth, Weekend Pass.
- **Set booking open/close dates:** Booking opens 1 July, closes 30 August.
- **Add event image and banners:** Banner and promotional images uploaded.
- **Review and publish event:** Reviewed by committee, published 1 July.
- **Generate and test booking link:** Live link: trybooking.com/XYZ123.
- **Share QR code with designer:** Sent for use in posters and marketing.
- **Export door list before show:** Export scheduled 24 hours before show.