Epilepsy Action group values

How to register onto a group on Eventbrite

Viewing your bookings on Eventbrite

How to cancel your place on Eventbrite

If you have any questions or need further support, please email lso@epilepsy.org.uk or phone 0113 210 8899 and we will register you on the group or cancel your booking for you

Our group values are that:

- We are friendly and supportive
- We respect each other
- We can talk openly among ourselves and everyone is entitled to contribute
- We respect confidences as this enables a safe environment for open dialogue
How to register onto a group on Eventbrite

1. When you **follow the link** to your group’s page, you will see a page like this: (The page will be unique to the group in your area.)

Scroll down this page and you will see their upcoming events. This gives you a brief overview of their next meetings including, the date, time and venue of the meeting.
1. **Click on the upcoming event** and you will see a page with all the information about the group.

2. To register for a meeting **click ‘Select a date’**.

3. Choose which meeting you want to go to and **click ‘tickets’**. 
   *All of our group meetings are free to attend*
5. This will open the booking screen - select one ticket in the drop down box and **click the orange 'checkout' button** at the bottom of the page. If you are bringing a partner, friend or carer you do not need to add their details just select 2 tickets. There is also an option here to add a donation if you wish.

6. Put in your details and **click the orange register button** at the bottom of the page.
7. You’ll then be taken to a confirmation page to show you’re registered. You will also receive a confirmation email.

You are now registered to attend your local group!
We look forward to seeing you there

You will be sent a reminder email by Eventbrite two days before the meeting and on the morning of the meeting.

If you want to register on to another meeting date, click the ‘X’ in the top right hand corner to close the pop up and repeat steps 3-6.
Viewing your bookings on Eventbrite

If you want to double check what groups you have booked on to, you can easily do this on the Eventbrite website.

1. Go to www.eventbrite.com and click ‘Sign in’ in the top right-hand corner.

2. You can then either use your Eventbrite account details to log in OR click the option ‘send me a log in link’, a pop up screen will appear just add the email you used when you booked your tickets.
3. If you clicked ‘Email me a log in link’ within a few minutes you should receive an email titled ‘Here is your log in link’. Click the orange ‘log in’ button.

![Login email screenshot](image)

4. Once you have logged in click on the drop down menu in the top right-hand corner and click on the option that says ‘Tickets’

![Drop down menu](image)

5. You’ll then see a page with a list of all the groups you have registered for.
How to cancel your place on Eventbrite

We hope you will be able to join the group as planned but if your circumstances change and you can no longer make it, please cancel your place on Eventbrite. This allows us to offer your place to someone else.

1. When you registered for the meeting you will have received a confirmation email. Locate that email and scroll down to section titled ‘Order Summary’ and Click ‘view and manage your order online’.
2. OR follow the instructions above to view your tickets.

3. You’ll be taken to a webpage with your bookings. Click on the meeting you want to cancel.
4. **Click the white ‘Cancel Order’ button** that’s on the left hand side of the page.

5. You’ll be asked to confirm that you want to cancel the order.

6. **Click the orange ‘Yes, Cancel This Order’ button.**

7. You’ll then receive a confirmation

   **You have now successfully cancelled your tickets.**
   **We hope you'll be able to join us at another meeting soon.**