

How much does it cost to use Total Tickets?

TT charges a MAXIMUM hosting charge of £1.00 per item so for a ticket price of £500 TT will charge just £1.00 for prices below £20.00 TT charges 5%.

The third-party payment processing per transaction is 2.2% of the ticket price plus 20p per transaction.

What about free events?

Events that you make no charge for are free to setup and host in TT, it's completely free with no hidden charges.

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Can I only take card payments on TT?

You can accept cash or credit card payments or issue invoices for your event with TT It's the perfect way to keep track of all your sales data in a single report, no matter how your clients pay, you can even collect recurring payments by Direct Debit these are fully tracked for your peace of mind.

How do I get Paid?

Simply add your account details into the platform to allow TT to transfer your payments by bank transfer. Pay-outs will start processing 4-5 days after the event ends. In some circumstances TT can arrange to make interim payments, to apply for these simply call your local office.

How do I apply for a refund from a TT Event?

TT's Clients are responsible for their own refund policies. Please check the event details for the event organiser's refund policy.

How do I cancel a free ticket?

Please ensure that you take the time to cancel any free tickets if you are unable to attend. Simply login to your account and cancel your order TT will email the organiser on your behalf.

How do I setup my own event?

Simply login and create an account TT is easy to use however we are happy to help get you setup just call the setup help team on +(44) 0 1294 480361

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