TicketSpice

21 Questions to Ask Your Ticketing Provider

From Your Friends At TicketSpice

GREETINGS EVENT ORGANIZER,

Thank you for downloading the **21 Questions To Ask Your Ticketing Provider**.

We built this checklist so you can know exactly how the ticketing industry compares in features, pricing, and policy.

Many times, ticketing providers can have some tricky policies buried in their terms of service. As you shop platforms, use this checklist to guide your decision.

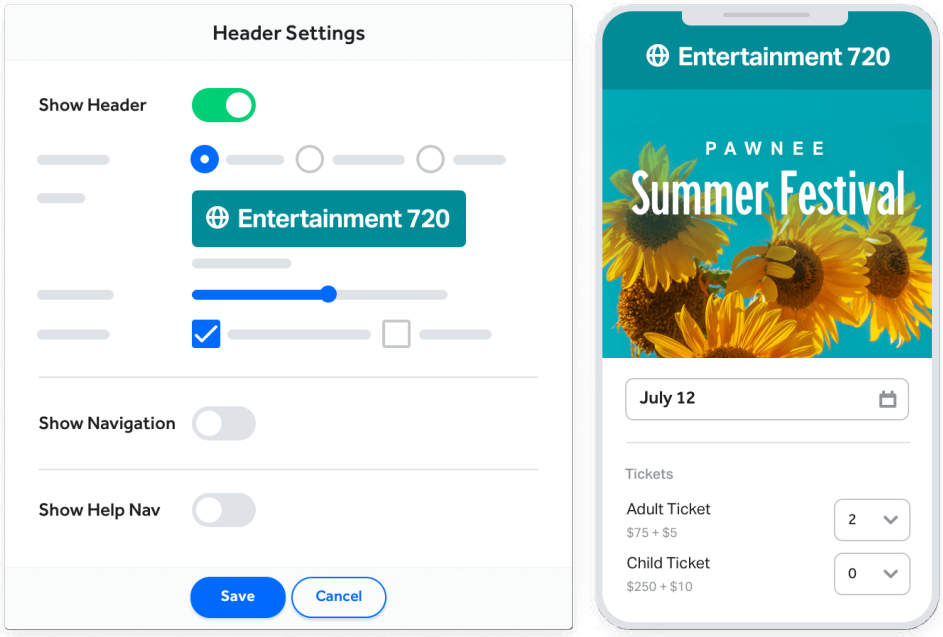
We saved you some time and provided the answers for TicketSpice for you. In the end, we obviously aim for you to choose TicketSpice. But our goal is to ensure you have all the information you need regardless of your decision.

We hope this checklist serves as a helpful resource and helps you host your best event ever!

-Your friends at TicketSpice

Product and User Experience

Questions about key functionality of the product



1. Can I remove the ticketing provider's logo from the top of my ticketing page?

Hint: Some ticketing providers do not allow you to control the branding of the ticketing page. If personal branding is important to you, you may want to select a provider who offers this customization.

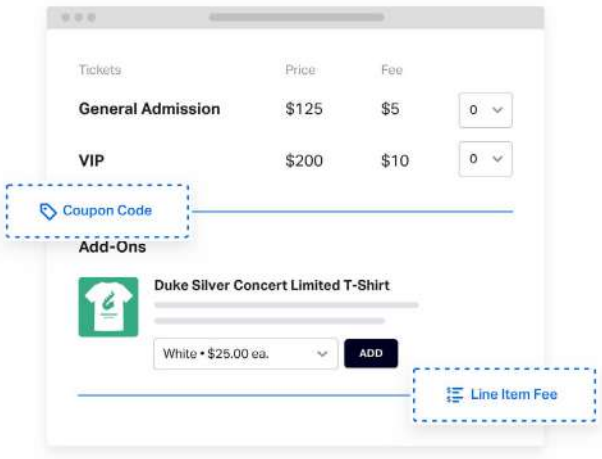
> With TicketSpice you'll have full branding control of the ticketing page without additional logos at the top of the page. We believe your ticketing page should feature you, not us.

Learn how to brand a TicketSpice page. ⟶

Product and User Experience

2. What controls do I have over what information is required, how it looks, and what order the information appears?

Hint: Many ticketing companies offer a fixed template for how your ticketing page is configured without customization on appearance, order, or specifics.

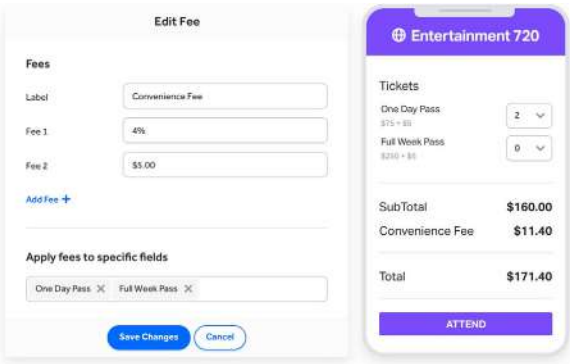


> TicketSpice is fully customizable with drag and drop arrangement. Capture as much or as little as you need.

Learn how to customize your ticket page. ⟶

3. Can I remove, mark up, or keep the convenience fee on the ticketing page?

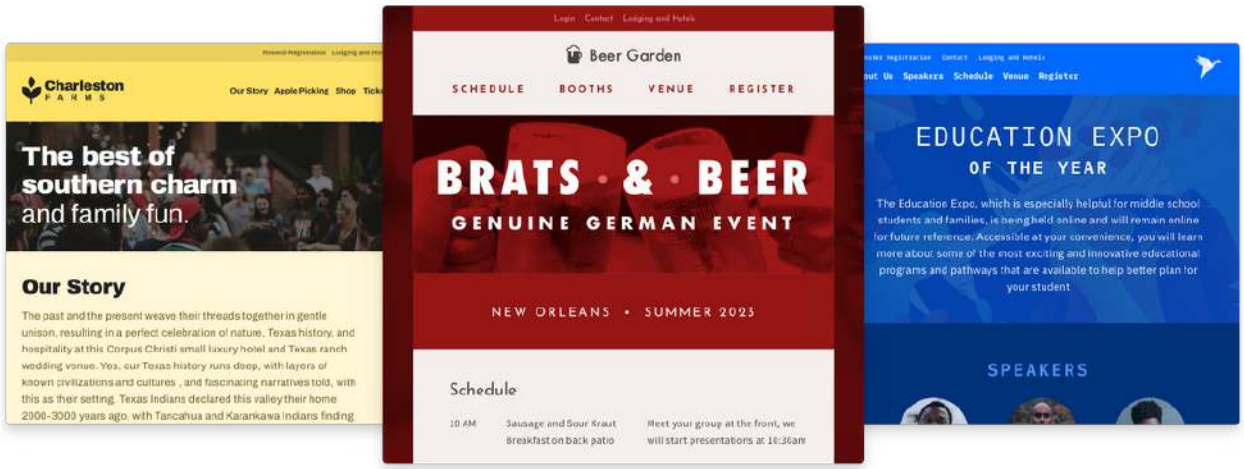
Hint: Most ticketing companies give you limited options when it comes to the convenience fee. Many companies set the fee, require the fee, and keep the fee in the end.



> TicketSpice gives you full convenience control. You can set fees to whatever you want and keep all of them. Or if you prefer, not charge a convenience fee at all. It's entirely up to you.

Explore what is possible with convenience fees. ⟶

Product and User Experience



4. Are there any navigation menus or external links on my ticketing page?

Hint: Some providers include an external navigation on your event page that takes your attendees away from your page and onto their preferred links. Oftentimes these can be other events entirely. External links and distractions can lead to abandoned attendees and lower conversion rates.

> TicketSpice gives you a choice. Your ticketing page can feature a navigation menu that drops down to various sections on the ticketing page that you control. Or include any number of external links you set. Alternatively, you can create a ticketing page without any external navigation, or menus on the page.

Learn more about what's possible with sticky navigation. ⟶

5. Are my attendees shown other events or are other events suggested from my page?

Hint: Some ticketing companies will include ads, banners, links, recommendations, and searches to other events from your event page.

> TicketSpice does not show, suggest, or promote other events from your event page. We never have and we never will. Who would do such a thing?

Product and User Experience

6. Are attendees asked or required to create an account before registering?

Hint: Several ticketing providers will require an account prior to registering for your event. Creating an account not only inhibits ticketing, it binds them to policies and terms unrelated to your event.

> TicketSpice doesn't require accounts for attendees. However, attendees can claim accounts later, if this is something you'd like to offer.

Learn how TicketSpice offers optional or required attendee accounts. ⟶

7. Do you offer free live support? If so, through what platforms?

Hint: Some ticketing companies offer limited customer support, often outsourced. Also beware of support contracts or premium charges for support.

> TicketSpice has free and friendly customer support through live chat, email, phone, and even Zoom if needed. Our support is 100% US based and available 7 days per week.

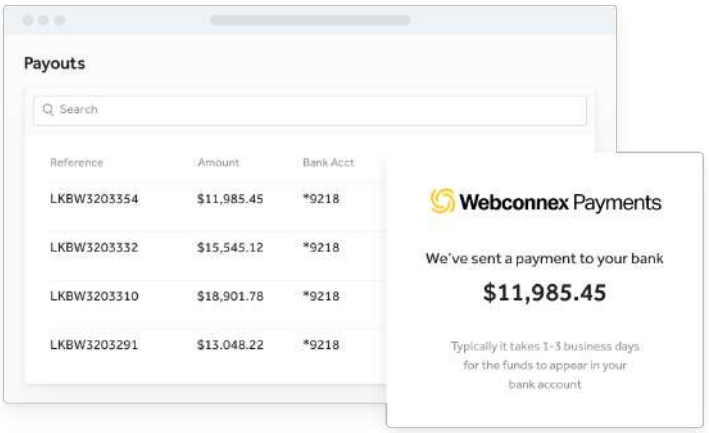
Explore TicketSpice's world class customer support. ⟶

Funding, Policy, and Privacy

Questions about how to get paid and the privacy of your data

8. How soon do I get my money?

*Hint: Many companies will require your ticketing funds to be held days **if not weeks** after the event has occurred.*



> TicketSpice offers instant funding with payment processing. Funds are deposited daily or weekly. Your choice.

Learn more about payout schedules and exports. ⟶

9. Can I export all my data at any time without needing a company representative?

Hint: Many companies will not permit you to export your data without their permission or help. Sometimes they even charge a fee to retrieve your data.

> With TicketSpice all your data is exportable to a CSV or excel file at any time you'd like. No need to pay extra or wait on us to export. It's also available to view seamlessly in the TicketSpice event CRM.

Learn how you can effortlessly export your data. ⟶

Funding, Policy, and Privacy

10. Are my attendees offered any 3rd party promotions after buying a ticket?

Hint: Some providers will solicit attendees to join subscriptions, promotions, other events, and offers unrelated to your event.

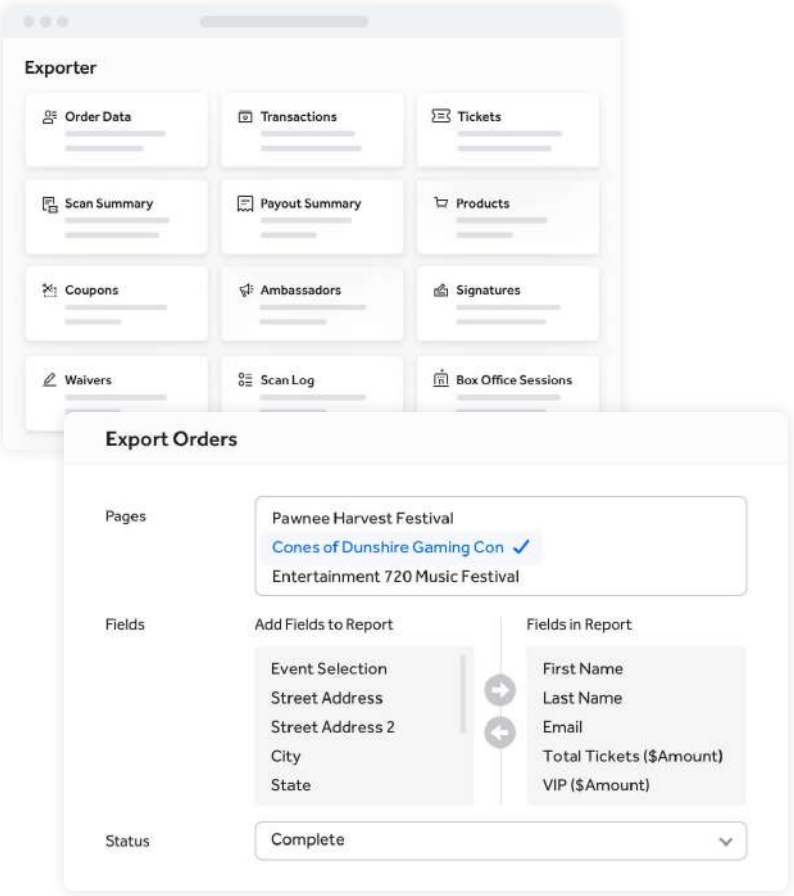
With TicketSpice there are no unrelated upgrades, subscriptions, events, and offers on your ticketing page to distract or annoy your ticket purchasers.

11. Is there a fee to export my data?

Hint: Some ticketing providers have been known to charge $1,500 or more to export your data from their system if you ever leave.

At TicketSpice we believe your data is your data, so why would we charge you to export it? You can export all of your ticketing and event information whenever you want. You can even schedule memorized reports to be delivered directly to your email inbox. How easy is that?

Explore the many export options available for no additional cost. ⟶



Funding, Policy, and Privacy

12. Does your company use my attendee data for other marketing purposes?

Hint: Many ticketing companies make money by advertising, marketing and cross promoting your event to their entire database. This means your attendees may be marketed for similar or competing events.

> With TicketSpice your attendees are never remarketed, advertised, or emailed about competing or unrelated events. Not only do we believe it is bothersome to your attendees to receive cross promotion but we believe you can use the money you save with TicketSpice towards your event.

13. Are my attendees auto enrolled in communication?

Hint: Many ticketing providers will auto enroll your attendees into their email newsletter and communication for marketing purposes.

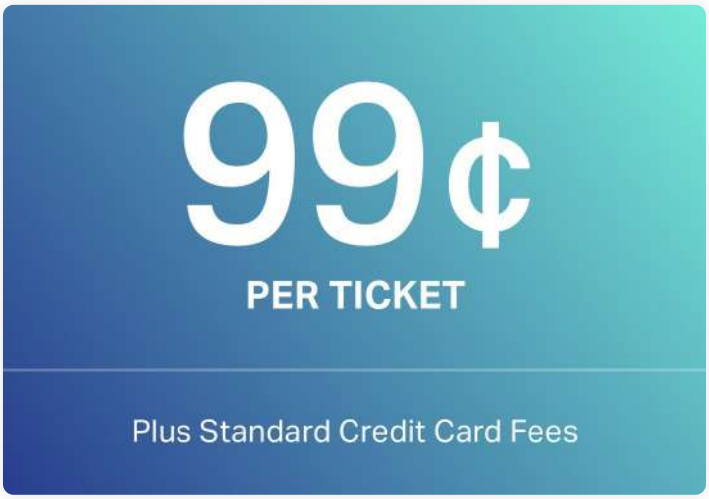
> TicketSpice does not enroll your attendees into databases, newsletters, or marketing offers. Our goal is for your attendee to hardly know we exist. Your attendees don't need to know about us and they certainly don't need emails from us.

Pricing and Billing

Questions about pricing and how you pay for your ticketing service

14. Are there any upfront fees or setup fees to begin?

Hint: Be wary of activation fees, onboarding fees, and other fees ticketing providers charge you to learn their software.



TicketSpice has no setup fees and no billing information is required to try out the software. We believe setup and onboarding should be rolled into the regular fees once you start selling tickets.

Learn more about TicketSpice's straightforward pricing. ⟶

15. Does your service require any contracts?

Hint: Some ticketing platforms require contracts to do any business at all. Be wary of companies who do this. Technology changes fast and you may want to switch providers to meet your needs in the future and a contract complicates your choice.

TicketSpice does not require contracts to do business. Although we are happy to provide them and we know they are helpful in certain instances. Should your organization wish to establish a contractual relationship we are happy to oblige.

Pricing and Billing

16. What is your pricing and does it include credit card processing fees?

Hint: Some companies don't disclose all the fees required to use the product. Make sure you understand the pricing in addition to any applicable credit card rates.

> TicketSpice's pricing is simple and clear. We charge $0.99 cents per ticket + 2.9% + $0.30 for credit card processing. $5 tickets and below drop to 49 cents per ticket and free events are free alongside previous paid events.
>
> There are no setup, service, onboarding, platform, or support fees.

Learn more about our transparent pricing. ⟶

17. Does your service fee include a percentage?

Hint: Ticketing fees that have a percentage fee in addition to a flat fee can add up fast. A few percent doesn't sound like a lot, but can result in huge fees. Industry average credit card fees are around 3% but any other service fees will come around to bite you.

> TicketSpice's per ticket pricing is a flat fee of 0.99%, with no additional percentage fees. TicketSpice has some additional upgrades you can purchase - such as domain masking, communication center email blasts, custom gateways, and more.

Check out our affordable pricing. ⟶

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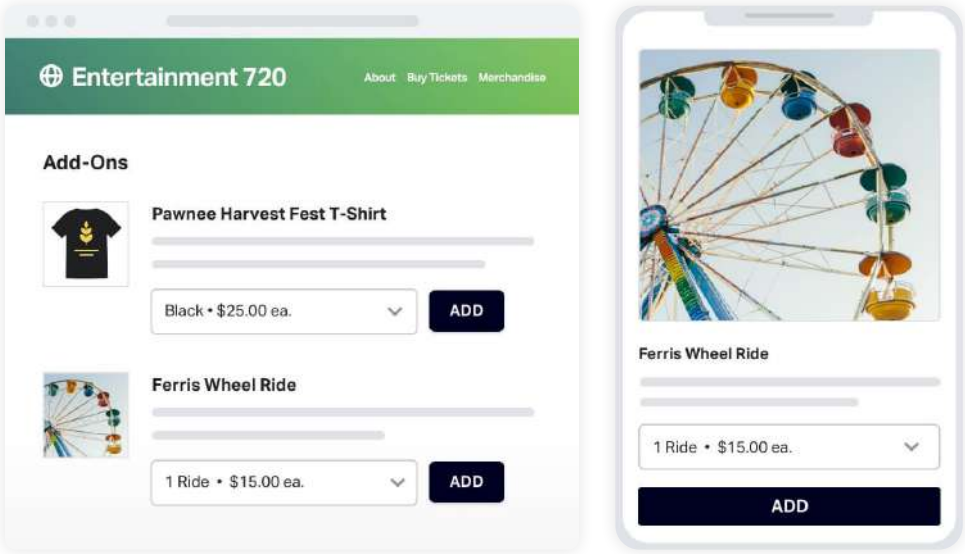
Pricing and Billing



18. Is there a fee to sell merchandise or capture donations for my event?

Hint: Many ticketing providers will charge between 6%-12% extra for donations or merchandise sales. Yikes.

> TicketSpice does not require extra fees for donations, merchandise, experiences, and upsells. All are included and we encourage you to add them. On average you'll see a 15% conversion rate on these items.

Explore TicketSpice's simple pricing. ⟶

19. Do I have to prepay or guarantee minimum attendees to use the service?

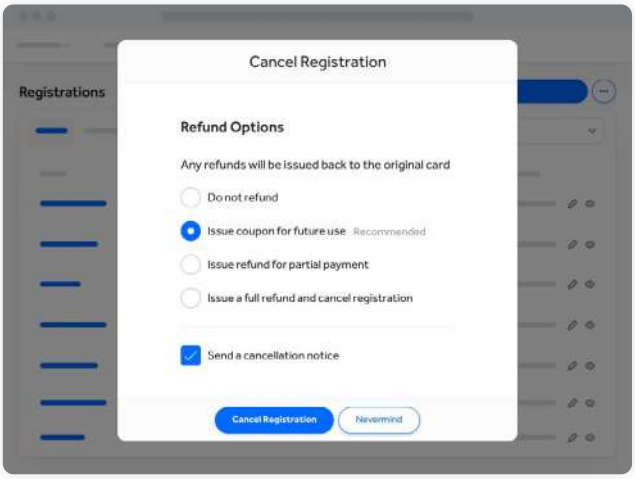
Hint: Some providers demand you have a guaranteed minimum number of ticket sales to use their service. If you don't meet the minimum, you'll be charged for the tickets anyway. Others even make you prepay the fees before your event goes on sale! We think that stinks.

> TicketSpice has no guaranteed minimum or prepay demands. We never have and we never will.

Pricing and Billing

20. Are there fees for refunds, cancellations, and comps?

Hint: Many ticketing providers charge you for refunds, cancellations, and comps. So even when you are losing money, they think it's a good idea that you lose more.

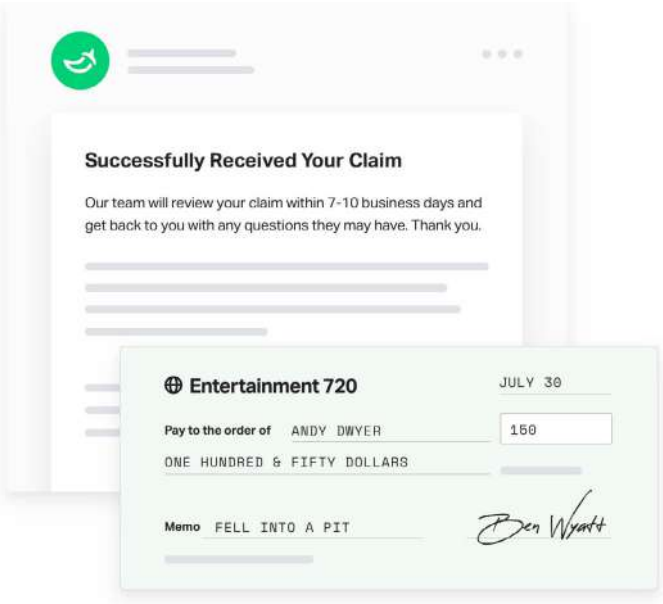


> TicketSpice doesn't charge for refunds, cancellations, and comps. Why would we charge you when you haven't made anything on those tickets?

Check out TicketSpice's clear pricing. ⟶

21. What if something bad happens to an attendee and they can't attend the event? Do you offer purchase protection?

Hint: Many ticketing providers don't offer purchase protection: An extra fee your attendees can pay beforehand just in case they can't attend. This can result in bad experiences for everyone.



> TicketSpice offers Purchase Protection that you can choose to offer to your attendees or not. We even have a team responsible for managing, reviewing, and paying out the claims.

Learn more about Purchase Protection. ⟶

TicketSpice

Well there you have it…

Those are the 21 questions to ask your ticketing provider.

Regardless of your platform decision, we hope you found this list helpful in your decision making.

Here at TicketSpice we have 20+ years of event management experience, a world-class event management platform, and a knowledgeable support team who's got your back.

Call us anytime at (888)798-9569 or email sales@ticketspice.com.

www.TicketSpice.com

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