

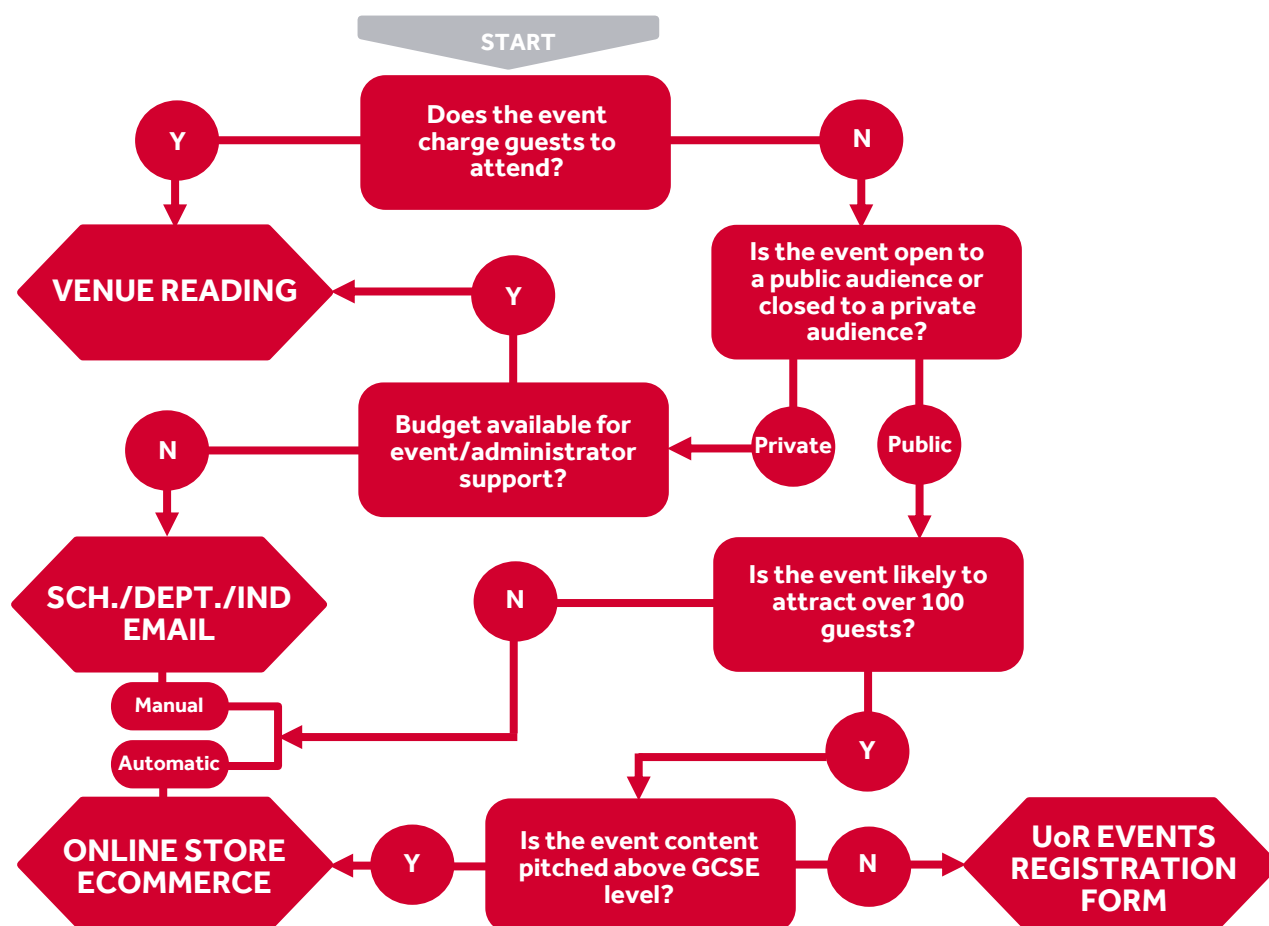
RSVP MANAGEMENT

University of Reading RSVP channels for events

For all RSVP options provided below:

- You will require a nominated person who can be listed as the contact for event queries throughout the RSVP process.
- Care should be taken to check responses on regular and timely basis.
- You will need to send a 'Booking Confirmation' email in response to a guest who has registered. The 'Booking Confirmation' email should also be followed up with an 'Additional Information' sheet attachment to outline timings and answer any FAQs; this should be sent to all registered guests at least one week in advance of the event date.
- The nominated person responsible for monitoring the RSVP process should abide by Health and Safety regulations at all times, ensuring that maximum capacity for the venue is not oversubscribed at the point of registration. If RSVP responses should overtake the maximum capacity allowance, a waiting list should be put in place and guests should be made aware that they have not been guaranteed a place but that they are on the 'waiting list'. If necessary, closing the RSVP deadline early should be considered in this instance.
- Please note that use of third party registration hosts such as Eventbrite cannot be used for University events due to information security. If you wish to use the information collected using third party hosts you may be in breach of Data Protection laws. Please contact the University Legal team should you have any queries regarding third party event ticketing systems.

Use this handy flowchart to select the most suitable RSVP management option for your event:



Please find a detailed description of all the available RSVP management options below:

RSVP CHANNEL	INFORMATION	WHAT DO I NEED TO DO?
Venue Reading	<p>Venue Reading are able to provide a registration system for your event if you book a space via their office as a venue for your event e.g. Meadow Suite, Great Hall or Conference space/s.</p> <p>This is a tailored service that can be used for private or public-facing events. The service can be built to manage more than just your RSVPs, including ongoing event communications on your behalf. This could also consist of sending delegate information, such as travel & transport information as well as any and all updates you have, before and after your event.</p> <p>Please note charges per head apply for this service (POA).</p>	<p>If you would like to use this service or find out more information about this system, please get in touch with the Venue Reading directly at info@venuereading.com</p>
Online Store (Ecommerce)	<p>Managed by the Ecommerce team, this option is open to University staff members who wish to list an event via the University's Online Store.</p> <p>This system is automated and relieves the need for extra administrative support. It is easy to setup and regular updates are forwarded by the Ecommerce team as a data report to a nominated person. As individual registrations are made, mail notifications (receipts) are also sent to the nominated person as a record of real-time individual bookings. You can also set the form up with a booking confirmation message that registered guests will automatically receive following their booking. Much like many ticketing stores, registrants may need to create an account to register for an event, make a booking or buy tickets.</p> <p>An Online Store event listing is open to the public and the service is free of charge.</p> <p><i>Please note you will need to provide a project code for setup of the event. There is an option to 'sell' free tickets or priced tickets. However, please note that any events which charge delegates to attend, should be booked via Venue Reading (see option above).</i></p>	<p>Simply start by filling out the 'Conferences and Events' submission form with the information you have about the event.</p> <p>A category may already be setup for your School/Dept. so check here first and mention on the form where you would like your event listed, should you have a preference: www.store.reading.ac.uk.</p> <p>Submit your completed form to ecommerce@reading.ac.uk and wait for it to be processed, this could take up to a week so we recommend doing this in good time prior to your event date/s.</p>
UoR Online Events Registration form*	<p>The University Events team can also offer support for registration management. This option is reserved for University staff members organising larger events (expecting over 100 guests) such as Public lectures that are owned by the University; free to attend; and open and accessible to a public audience (pitched at GCSE level).</p> <p>If your event meets the above criteria, the Events team can offer registration support via the online registration drop-down form. This system is open to the public and is free of charge. Regular weekly booking updates can be sent to a nominated person if required.</p>	<p>Simply email the Events team at events@reading.ac.uk with all your event information (including the event title, the event date/s, time/s, event description your event lead's contact name and contact details – email & phone number).</p> <p>Please ensure the maximum booking capacity is indicated.</p>
Sch./Dept./Ind. email	<p>This system is most suited to events such as workshops, seminars, School & Department lectures, fairs and conferences, We also recommend using this system for closed events, which are invitation-only and could host VIPs.</p> <p>For smaller, free-of-charge, targeted events (expecting approx. 100 guests or less, aimed at a specific audience and/or pitched at A-Level or above), it is recommended that Schools, Departments or Individuals collate RSVPs via email. Please note that this option relies on sufficient administrative capacity as well as ongoing, frequent and timely monitoring.</p> <p>This option is free to setup and can be used flexibly for public-facing or private invitation-only events.</p>	<p>RSVPs could come in via email to a nominated person or generic School or Department email address.</p> <p>Please note that University staff can raise a ticket with IT Services should they wish to setup a new email inbox for an event.</p>

**Please note that the Events team will advise alternative RSVP management options should they be more suited to individual events.*

To use our handy Templates & Online Events Planning Guide visit www.reading.ac.uk/events-guide