

Events

05/13/2024 12:59 pm PDT



Marathon cheer squads

Jan 4, 2023 @ 1:30pm – 3:00pm PST

Golden Gate Park, San Francisco, CA

Video available 30min before event

[Sign Up](#)



Caleb

Happy Wednesday!!! Can't wait to see everyone later today!



Nora

I'm pumped!!! 🙌



Yossi

Hello, when will the route be posted?



Juliette

Just posted the route and stops! See everyone tonight :)

Events help the group get together. Whether meeting virtually or in person, events on Heylo help everyone in the group gather to the same place at the same time.

Events on Heylo are organized and social. Members can find all the info they need to actually show up and reduce one-off questions. Visible RSVPs and event chat help members stay engaged, before and after each event.

Published group events are organized on the event tab. This tab serves as a centralized location where group leaders and members can access upcoming events, discover new events, or quickly refer to past events from the group. Events are automatically sorted chronologically for easy navigation. There are no limits on the number of events or the number of members who can sign up. Past events are automatically archived for easy retrieval.

Each event has dedicated tools to help bring people together:

- [Collect RSVPs](#)
- See who else is attending
- [Chat](#) with attendees via real-time event chat
- Add to personal calendars
- Navigate via [location](#), integrated with Google Maps
- Include details in the description

- Share a [video](#) link
- [Take attendance](#)
- [Sell tickets](#)
- [Make it repeating](#)
- Add [sign up questions](#) to collect specific info
- [Limit size with a waitlist](#)
- [Collaborate](#) with other groups

Heylo has the tools leaders need to host meaningful events and bring members together.

View events: Calendar and scroll to past events

There are two ways to view events on Heylo.

1) Calendar view. With calendar view, see all your upcoming or past events in a monthly calendar layout, organized by day. Access the calendar view by tapping the calendar icon at the top of the [events](#) tab.

2) Scroll view. Events are listed by time. With scroll view, navigate up and down to upcoming and past events. Use the "Today" action button to bring your view back to the current day. The scroll view is default. If in calendar view, tap the calendar icon to bring back scroll view.

Here are a few benefits to using Heylo's new event views:

Instant Overview. Tapping the calendar icon and you see a sleek, intuitive calendar layout. This view displays both future and past events in a classic monthly look. Reaching an event 9 months away is a breeze.

Event templates. Navigate to a past event to use as your next event template. It's a great way to leverage past descriptions and locations.

Seamless Navigation. Gone are the days of endless swiping to find an event from three months ago. With just a scroll up, you can travel back in time to revisit recent events. It's like having an event time machine at your fingertips.

Clarity for planning. Visualize your event calendar like never before, planning ahead with ease. See which days have events, which days don't, and optimize your planning as best for your group's schedule. Members can also peek into next month's activities without the hassle of scrolling.

Today at a Tap: Lost in the past? A quick tap on the "today" button brings you back to the present.

Event navigation is fundamental to getting together. Now with Heylo, event navigation is a breeze and your group is super-organized. Welcome to the new era of community building on Heylo!

Event chat

Event chats on Heylo provide a dedicated space for real-time communications with attendees. [Hosts](#) can reach everyone with real-time communications, and members can ask and answer their own questions. Whether planning logistics or sharing photos, event chat helps connect everyone before and after the event, without blowing up the full group communications.

When an event is [created](#) on Heylo, an event chat is automatically generated for that event. Hosts, [registered](#) attendees, [waitlisted](#) members, and those interested are automatically added to the chat.

Once the event concludes and there are no more messages for 24 hours, the event chat is automatically archived. This helps keep the group chats organized and focused on the specific event timeline. However, anyone can still access the chat history to revisit previous discussions and retrieve important information by going to that specific event and selecting the “chat” button.

Event chat empowers attendees to connect with each other, ask questions, share updates and photos, and engage in conversations related to the event. It helps create a sense of community among event attendees and facilitates effective communication before, during, and after the event.

Who can see and message the event chat

Visibility of the event chat depends on the event settings.

[Personal event](#): Only hosts and invited members can see and send messages

[Private event](#): Only hosts and invited members can see and send messages

Group event: Everyone in the group can see messages. Only registered attendees can send messages.

Public event: Anyone registered to the event can see and send messages.

Create event

Events on Heylo are beautiful. They are filled with people, pictures, and chats. Heylo helps events come to life, encouraging registrations and ultimately further attendance.

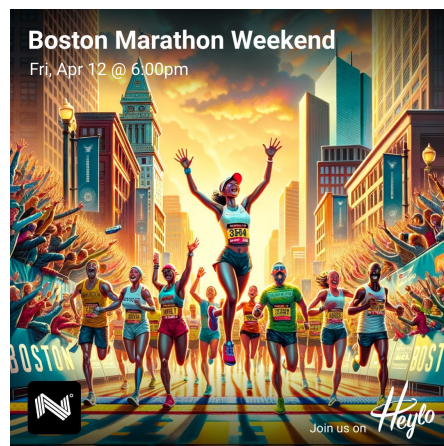
By default, anyone in the group can create an event. Or, admins can restrict event creation to only other admins via [permissions](#).

To create an event:

1. [Sign up or log in](#). If this is the first event, first create a group.
2. Navigate to the group (you can navigate there from the top left drawer) and then select the appropriate group

3. Navigate to the “events” tab in the navigation tray
4. Select “+ Add event” on the top right
5. Add the name of your event as well as the time and date. The rest is optional!
6. Publish, and that’s it! All your members can join your event

Event cover photo



Event cover photos are the first impression and set the tone of an event. Heylo helps leaders quickly add a photo that puts the event first, without needing to leave the platform.

Leaders can add an event cover photo one of several ways:

1. **Generate with Heylo AI.** Use Heylo AI to generate a photo. The photo is unique to the event and custom-built for the group. It is designed to be uplifting, attractive, and enticing for members to join. And it’s built right into the event creation flow, so there's no need to jump across apps to get a great photo. Heylo AI not only prompts AI with the name of the event, but it also provides relevant, anonymized information from your group to improve the image quality.
2. **Upload from Album.** Access group photos with the album, and add the group photo that best reflects the event.
3. **Upload from Device.** Access the personal device to add a photo to the event.
4. **Take a Photo.** Use the device camera to take a photo and add it directly to the event. Only available on the mobile app.

In all cases, event cover photos are square dimensions.

Hosts

Events on Heylo have hosts. Hosts organize the event and serve as the primary point of contact for attendees. Hosts possess specific event-related controls that set them apart from attendees. Hosts have admin privileges over the event - they can edit, cancel, delete or [take attendance](#). Their profiles are prominently displayed on the event to recognize their role. Events can have as many hosts as you'd like, and events can also have zero hosts as well. Hosts can be, but do not need to be, group [admins](#).

Registrations and RSVPs

Events can offer multiple registrations to give hosts and attendees maximum transparency and flexibility.

Custom registrations

Event [hosts](#) and [admins](#) can tailor the action word as best for their group. The default is "Going." A description can also be added.

Multiple registrations

Add additional registrations to organize members in advance. Event hosts and admins can set as many different registrations as they would like, and members can select the one that best fits them.

In addition, members can sign up as "Interested" to join the [event chat](#) but not register. Or they can select "Not going".

Default registrations

By default, an event has two additional registration options. Event hosts can toggle default registrations on or off, but default registrations cannot be edited.

Interested: Attendees can join the event chat and receive event updates without formally committing to join the event.

Not going: Invited members can inform the hosts and other attendees that they cannot attend. They do not receive updates.

Visibility

When a member registers for the event, other members can see it. Visible registrations build camaraderie before the event, encourage sign-ups, reduce no-shows, and help members connect.

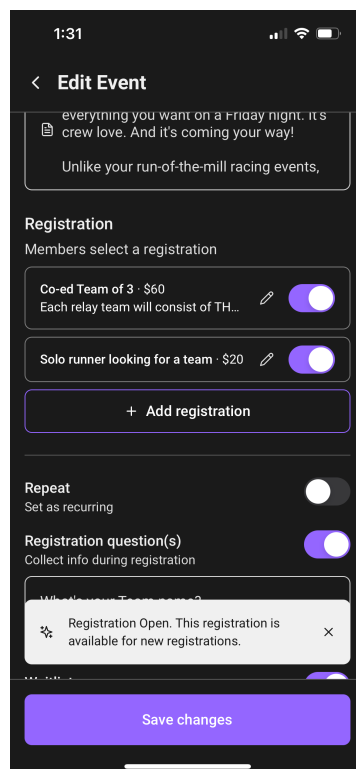
Changing and cancel registration

Members can change their sign-up to an event by navigating to the event and tapping "change registration" at the bottom. Unless it is a paid event, there are no penalties for adjusting, and attendees can change or cancel their registration anytime until the start of the event.

Open and close registration

A host or admin of the group can close a registration after an event is published. When an event registration is closed, no one can sign up for the registration. Existing members who signed up for the registration can stay, but if they change their registration they cannot sign up again.

A closed registration can also be opened again.



Guests

Enable guest registrations for your events on Heylo. With guests enabled, members can register for the event and sign up others. Guests empower members to bring their friends, colleagues, and family members without friction. Guests can supercharge the group, increasing inclusivity and

transparency at events and increasing overall membership.

With guests enabled, Heylo will prompt members to register guests and input their guest's names. By using names, not numbers, guests become visible to others and further foster a sense of belonging. The visibility helps everyone get comfortable and break the ice before the event.

Incorporating guests into the Heylo ecosystem goes beyond mere registration. Guests are seamlessly integrated into all event functionalities, including registration counts, participant limits, and waitlists. A host can limit guests by registration type as well, allowing certain registrations to bring guests but others to remain restricted. For paid events, event hosts can specify a different price for paid guests.

As always on Heylo, event hosts and group admins have ultimate control. Hosts can limit the number of guests or eliminate the guest option. Heylo's flexibility with event tools empowers hosts to bring people together per their vision and culture.

Examples:

- A family-oriented hiking group counts on guest registrations to include everyone in their adventures, ensuring even the youngest members without Heylo accounts are accounted for.
- A running club extends the camaraderie of its runs by inviting non-members to join their celebratory after-parties through guest invites.
- A neighborhood association utilizes the +1 option to broaden their community engagement for special events, making them more accessible and inclusive for partners

Steps:

1. Create a new event in your Heylo group
2. Head over to registrations and toggle on guests
3. Set a max number of guests, and add an optional price
4. Save and publish your event!

Guests are another step toward helping leaders build impactful communities and help their members belong.

Draft events

Save events as drafts before publishing them. Saved drafts are editable by any [admin](#) in the group. Additionally, anyone designated as a [host](#) of that event can view and edit the event draft. Draft events are listed under "Pending" at the top of the [events](#) tab.

With draft events, admins and hosts have the flexibility to refine event details, seek feedback from leadership, and ensure everything is perfect before your event goes live.

Here's how draft events on Heylo can improve event planning:

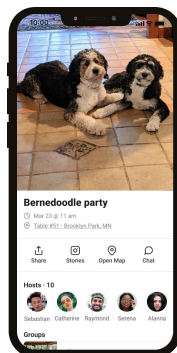
1. Start planning in advance. Take your time to curate the perfect event experience without the pressure of an immediate release.
2. Co-host editing: Collaboration is the key to success, especially when it comes to event planning. With draft events, any event host or group admin can help get the event organized. They can fill out information like [location](#) or linking a [bank account](#), and provide valuable feedback to enhance the event experience. This collaborative approach ensures that all perspectives are considered, resulting in well-rounded and engaging events.
3. Collaborate with other groups: Event [collab](#) requests appear in pending events. An admin can accept or decline any collab request, right from Heylo.

My events

Everyone on Heylo can quickly access their events from the “my events” button. It is on the top right of Heylo with a calendar icon.

All events signed up or checked-in appear under “my events”. They are sorted chronologically by upcoming and past events. Tapping on an event will open that event with all the details of the associated event, like checking-in and navigation.

Personal events



Host personal events

Heylo events can be used for both events in a dedicated group as well as personal events. Whether it's a birthday, private party, or game with extended friends, a personal Heylo event can help coordinate and connect attendees outside of a dedicated group.

Personal events have access to the power of Heylo:

- Offer multiple registration options, like “Racing” or “Spectating”
- Communicate in a dedicated chat
- Add to personal calendar

- Add a registration question to coordinate who is attending
- Include a waitlist
- Share location or video link
- Help everyone get to know each other with profiles

To host a personal event:

1. Navigate to My Events
2. Press "New event"
3. Publish event
4. Invite your connections already on Heylo or off

Anyone invited who is not on Heylo can register for the event seamlessly. No password is required, no app download is needed. Everything is accessible from their computer, mobile browser or app.

Paid events are not yet available for personal events.

Only hosts can extend invites to personal events. Anyone you are connected to on Heylo can be made a host.

Adding personal events to groups

A personal event can be added to a group on Heylo. To add a personal event to a group, edit the event and navigate to the "Group" section of the event.

If the event creator is an admin of the group, the event is automatically added. If not, any visible group on Heylo may be requested. The event request is sent to the admins of the group. The admins can accept or reject the event.

Attendance and check-ins

30 minutes before the event, all attendees are asked to check-in. A check-in confirms they are indeed attending or present at the event. Admins and [hosts](#) can also take attendance and add or edit any member's check-in. Attendance is pre-populated with attendees and check-ins, and it is synced real time so multiple hosts can take attendance at once.

Attendance is recorded on the event and also summarized on [profiles](#). Attendance can also be [exported](#).

Milestone cards

Celebrate event milestones! When members check-in to their first event, they unlock a digital celebratory card cementing their first event. It's branded with the group's logo and accessible right from on Heylo for easy downloading or sharing to socials.

Check-in to 10 events, and members can get another unique card celebrating their 10th event milestone. It is unique to them and also equally as shareable.

Milestone cards come with no cost to leaders. Cards are generated automatically by Heylo, so there's no need to spend hours crafting designs in front of the computer. And they delivered just as the event ends and the milestone unlocks ensuring a seamless and timely celebration.

To receive their milestone cards:

1. Attend group events
2. Check-in on Heylo
3. Complete the milestone event
4. Head over to the group tab on Heylo and access their milestone card

Milestone cards are automatically generated for 1st and 10th event milestones. Once the milestone check-in is registered and the event ends, the member is notified that the card is available.

Reminders and notifications

Heylo ensures all members have access to the key information to join events. When **hosts** create a new event or edit an existing one, they can save it silently or announce it to the group.

Canceled events are communicated across all channels. Deleted events are reserved for mistakes and are quietly removed.

When an event is created or updated, members can see through several methodologies to ensure no one misses critical info:

- **Event badges:** When new events are published within your group, Heylo uses event badges to draw attention to them. On the events tab, new events are marked with a "new" badge, indicating that they are recently added. Once a member has viewed the event, the "new" badge is removed. The events tab also provides a count of new events, making it easy to stay updated on the latest additions to your group's event calendar.
- **Notification center:** Every person on Heylo has a personal notification center located at the top of the app or desktop interface. This centralized hub serves as a summary of new activities within the group. When there is recent activity, such as new or updated events, the notification center receives a badge notification. This feature ensures that people can quickly access the latest information about events without having to navigate through various sections of the app.
- **Email:** Everyone who signed up for the group AND members invited by email but has not signed up yet will receive an email notification about a new event at the discretion of the host.

- **Push notification:** If the member has signed up and installed the mobile app with push notifications enabled, they will receive a push notification when a new event is created.

Host and admin reminders

Every Sunday, ahead of [email newsletter](#) distribution, admins will receive a reminder if there are upcoming events for the week. [Hosts](#) will receive a reminder 24 hours before the event.

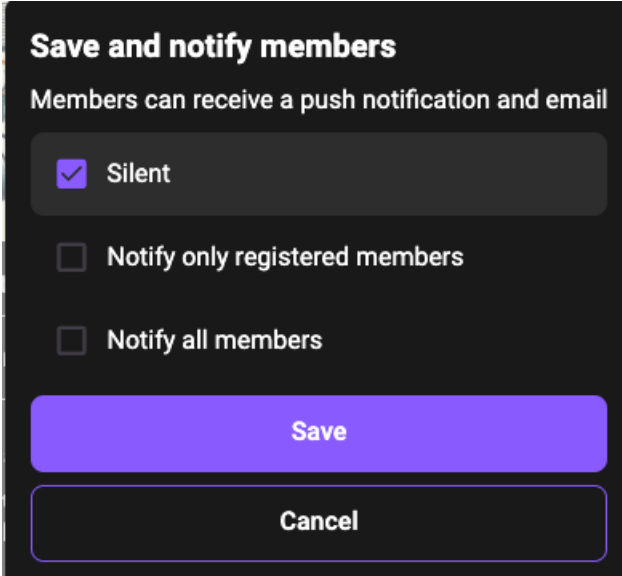
24 hours before the event, [hosts](#) are reminded to share event [Instagram promotions on social media](#).

Attendee reminders

Members with the mobile app installed can receive [push notification](#) reminders. 24 hours before the event, and then 30 minutes before the event, attendees receive a push notification reminding them of the event.

Updates

Either an admin or a host can update an event. Upon saving the updated event, select how to notify members. Notifications can be sent to just registered members, or all members in the group.

A screenshot of a mobile app dialog box titled "Save and notify members". The dialog has a dark background with white text. Below the title, it says "Members can receive a push notification and email". There are three options, each with a checkbox: "Silent" (checked), "Notify only registered members" (unchecked), and "Notify all members" (unchecked). At the bottom, there are two buttons: a red "Save" button and a white "Cancel" button with a black border.

Save and notify members

Members can receive a push notification and email

☒ Silent

☐ Notify only registered members

☐ Notify all members

Save

Cancel

Email newsletters

Every Sunday, all events in the group are aggregated into an automatically generated email

newsletter. It is distributed automatically on Sunday afternoon to all signed-up group members as well as [invited members by email](#). Members can [control email settings](#) or unsubscribe anytime, and admins can turn off the newsletter via the admin settings.

Admins can receive a draft of the email newsletter in the admin settings by selecting “newsletter” and then “preview.”

The email newsletter contains key information about upcoming events to entice members to sign up, including:

- Name
- Photo
- Preview of [attendees](#)
- Action button to sign-up

Selecting the sign-up button will bring the member to the event page, where they can sign-up in one tap (or create an account and sign-up in two taps).

Google and search engine integration

Every event has a dynamic event page. It can be indexed on Google and search engines as well. When indexed by Google, it is listed in the special Google Events Search and brings new prospective members to the group.

In addition to the name of the group, event basics are displayed publicly such as the event name, date, time, photo, hosts, and [location](#). [Attendees](#) are not displayed.

To index group events in Google search, set the Visibility under the [Permissions](#) settings to Public.

Alternatively, if the event is Members Only, it is not shown on the group page, not indexed by Google or search engines, and remains private to all members in the group. No one can join the event without being explicitly invited or existing members of the group.

Event permissions

Creating events

Like all aspects of the group, admins can control who can [create](#) and edit events in the [group permissions](#).

Visibility

Event hosts can control who can see the event. There are several settings

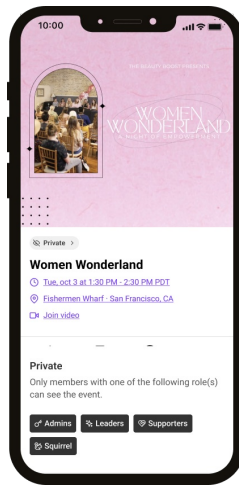
- [Private](#). Only members with a specific role can see and sign up for the event.
- **Members only**. All members of the group can sign up for the event, but non-members are not able to see the event.
- [Collab](#). The event is added to other groups on Heylo

- **Public.** The event is visible on the [group page](#) and indexed to [Google Search](#).

Sign up access

Non-members can [sign up](#) for your events. When creating an event, set Sign Up Access to “Event only”. Anyone with the link can sign up for your event without needing to sign up for the group. If the group has a [waiver](#), they are also asked to complete the waiver. Non-members can access the full event details and join the [event chat](#) as well. They are listed as Guests on the attendee list.

Private events



Some events are best suited for only select members. Leadership team dinners, board meetings, and games with advanced players require an additional level of privacy that goes beyond the full group.

Group leaders can create exclusive events accessible to only selected members. Private events are restricted by [role](#) - only members with that role can see and sign up for the event. And indeed the event stays private - without the role, members cannot see the event or join the [event chat](#). Private events ensure that some get-togethers remain focused and more intimate.

Private events help you also stage event rollout. Start with your event as private to give priority access by role, then make it public over time.

Benefits of private events:

1. **Enhanced Privacy:** Private Events ensure that sensitive or niche topics can be discussed in a secure, closed environment.
2. **Targeted Engagement:** By creating events for specific segments of your community, you can ensure more meaningful engagement and participation.
3. **Increased Value:** Exclusive events can add a sense of prestige and value to your community,

making membership more desirable.

4. **Flexibility in Community Building:** Tailor your events to meet the needs and interests of different subgroups within your community.

Use cases for private events:

- Roll out events to a handful of members first, and then to the broader group
- Leadership meetings
- Games for advanced players
- Thank you dinners for coaches
- Exclusive events for paid members

How private events work:

1. Use roles to organize your members
2. Create an event and change the [visibility](#) to Private
3. Add the roles you'd like to participate
4. Publish event! Messages in the event chat are private only to members on the role

Event invites

Events are the most popular way to grow a group! Every event has a dedicated invite link, personalized by the sender. The invite link can be copied, or shared via the same methodologies as [a group invite](#).

When a recipient opens the link, they see not only the event basics but the [profile](#) of who invited them as well. Personalization increases conversion and drives more attendance and engagement around the event.

Location

On Heylo, there are two ways to help attendees find an event location.

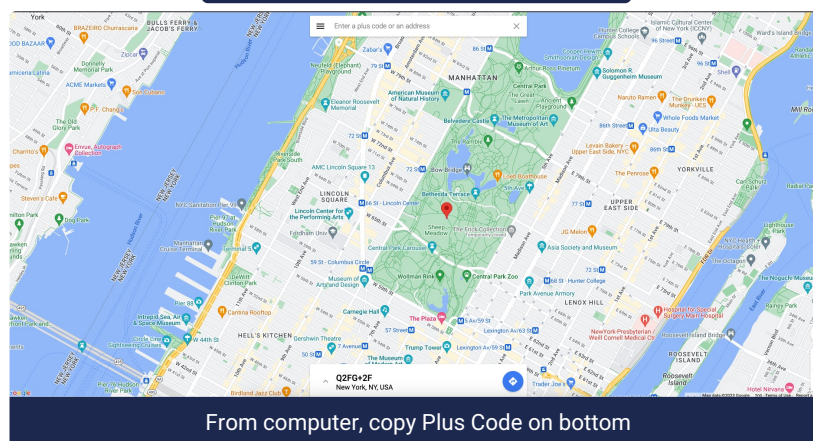
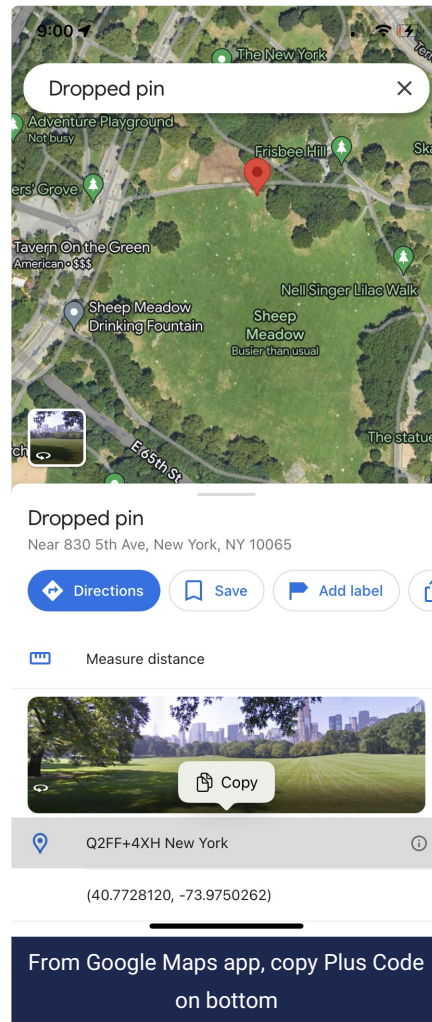
Add a location for navigation

First, a map location can be added to an event. It is a specific latitude/longitude location that is integrated with mapping services for easy directions and navigation. When creating an event, search for the specific location from the location search box.

Some events require even more specificity. Navigating to "Central Park" can be misleading! To select a more specific location on Google Maps, copy the "Plus Code", and paste the Plus Code into the location input in the Heylo event.

1. To get a Plus Code, open the Google Maps app or <https://plus.codes/map>

2. Select the desired location
3. Copy the Plus Code at the bottom of the screen
4. Paste the Plus Code in the Heylo location input



Add a location detail

Additionally, hosts can also add a note on location. The extra context can help a member navigate to the event. For example, when a group meets in a restaurant, the host can designate the “table upstairs to the left”. The label is appended to the front of the event address for everyone to see.

Using both location fields cuts down on duplicative questions for hosts about where to actually meet.

Video link

Every event on Heylo can have a video link. The link is only visible to attendees 30 minutes before the event starts, and is not accessible to attendees after the event ends. Hiding the link helps keep it secure for future use and reduces spammers. Furthermore, if a host needs to change a link before an event, they can do so without attendee confusion on which link is correct.

Time zones

Heylo supports all time zones across the world. When creating an event, hosts can designate the time zone when they set the time. Time zones are personalized by attendees depending on the time of their local device. So, if an event is set in the Eastern time zone, and a member is traveling on the west coast, that member will see the event in west coast time with the correct time and date. Time zones on Heylo ensure everyone, no matter where they are, can show up to the right place at the right time.

Add to personal calendar

When a member signs up for an event, they can choose to add the event to their personal calendar. The name, day, time, and duration are passed to their personal calendar, with a link back to Heylo to check more details.

On web, select the date and time of the meeting to open the calendar event and save to personal calendar.

On mobile app, grant access to calendar permissions.

After an event is added to the calendar, it does not stay automatically synced.

Search

If your group has many events, search can help filter the list. Search runs across the name of the event. If you are looking for the Sunday BBQ, you can search “BBQ” and all the events with that name, including the Sunday BBQ, will appear.

Priority access

For membership groups, priority access can be granted to provide certain group members special access to certain events. When enabled, the members in the [membership plans](#) set with priority access can interact with the event before the remaining members.

Priority access can be used to provide benefits to a membership including:

1. Early [sign-up](#): If an event is popular and has a [size limit and waitlist](#), priority access members can sign-up and secure their spot before it becomes available to the broader members.
2. Exclusive events: Priority access can also create exclusive events for priority access members only. This could be reserved for VIPs, special guests, or members of specific organizations or communities. The event remains visible to all members, but only priority access members can sign-up.

Events with priority access enabled can still be viewed by all members; however, the action button to sign up for the event is locked. To unlock it, they can sign up for the appropriate priority access membership.

Waitlist

Certain events require a maximum number of participants. Events with limited seating, or a game with a limits on number of players, for example, need a maximum participation limit.

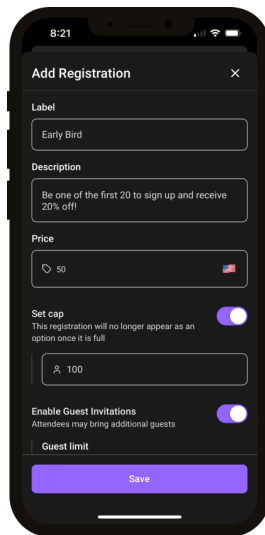
With Heylo [events](#), an [admin](#) or [host](#) can set a participation limit for the event. Attendees can [register](#) on a first come first serve basis, and everyone who registers, regardless of registration type, is added toward the size limit. The size limit does not include hosts or "interested".

Once the size limit is reached, anyone over the limit is added to a waitlist and the [event chat](#). If someone can no longer attend and changes their registration, the next member is added to the registration list. They automatically receive a [push notification](#) from the mobile app and email to their inbox. The waitlist is visible to everyone so popular events remain transparent and fair.

Waitlist size caps can be edited anytime after an event is published (but before the event starts). Waitlists are automatically updated. For example, if there is an event with a 20-person cap and 10 on the waitlist, and the cap moves to 25, the first 5 attendees can move up.

Any host or admin can adjust the waitlist order by selecting the attendee's name and adjusting the order. No one is notified of changes to the waitlist order.

Registration caps



Events on Heylo can have [multiple registrations](#). [Hosts](#) can add a participant cap for each registration. Once people register and the cap is hit, the registration automatically closes and is no longer visible to new prospective attendees.

A host can close any event registration at any time. When a host sets a registration cap, the registration automatically closes when the cap is reached. Hosts can publish their event and rest assured that if they only have space for 20 people in a registration, no more than 20 can register.

Caps can be set across multiple event registrations as well. For example, if the event has a \$50 Early Entry registration and \$75 General, limit Early Entry to the first 20 registrations. Or, remove the [waitlist](#) and just limit attendance via registration cap.

Set a cap

1. Create or edit an event
2. Navigate to Registrations
3. Tap the default "Going" or custom registration
4. Toggle on cap

Caps can be added to existing events, or edited anytime after an event is published. Registration caps are separate from an event [waitlist](#) which limits participation in the event holistically.

Recurring, repeating, and duplicating events

Events on a regular cadence can be automatically scheduled on Heylo with recurring events. Recurring events have the same event information such as name and photo, but the date automatically updates per the recommended frequency.

On Heylo, recurring events do not populate more than two at a time. For example, if there is a weekly recurring event, a member only sees the upcoming week's event and next week's event. Listing events in perpetuity reduces the need to collect sign-ups and engage with other members

around the event.

To set a recurring event, toggle the recurring button when creating a new event and select the frequency. Current frequencies include:

- Weekly
- Biweekly (every other week)

To make local edits to only one event, edit the most recent upcoming event. To make edits to all future recurring events, edit the furthest out event. The second event is used as the base event to replicate going forward.

For events with a longer cadence, like monthly or annually, duplicate a past event. Duplicating events keeps all the event information pre-populated, and the date and time can be updated as needed.

Integrate with Instagram and social media

Heylo creates unique content for every event to share on social media and help promote the event. Heylo automatically creates event content with the correct date and time, and it can be accessed by anyone in the group, whether it's members, hosts, or admins. Everyone gets high-quality content and can share it with their followers.

To get event content, tap the "Stories" button on your next event, and Heylo will automatically generate a photo or video with the upcoming event details. Content includes the event date, time, photo as well as the group name and logo. Choose between square and vertical formats so the content looks good on Reels, Stories, or any other platform. Event content can be shared directly to your Instagram (you can still make edits before posting), or it can be downloaded to the local camera roll.

24 hours before the event, event hosts will receive a [reminder](#) to post-event promos on their stories to get the word out about the upcoming event.

Sign-up question

When members [sign up](#) for an event, the host can set a question or multiple questions to collect information about the attendee. The question is prompted right after signing up, and anyone can edit their response. Responses are saved in the event attendee list for all to see. Admins can [export them to a spreadsheet](#) as well.

Event hosts are asking questions that help them plan and engage their members:

- "Do you have any dietary restrictions?"
- "What's your height?"
- "What's your dog's name?"
- "What's your 1-mile pace?"
- "What's your team name?"

With a question on your sign-up, Heylo helps get the responses.

Collaborations and add groups

Event collaborations on Heylo empower groups to share an event together. Collabs allows groups to come together, pool their resources and efforts, and host big events that make a huge impact.

Groups who collab on an event in Heylo share the event across the groups. That means everyone in each group gets one set of event details, one list of attendees, and one [event chat](#) to communicate. [Hosts](#) can rest assured that there is one surface to update and a centralized way to [reach all attendees](#) across all groups. Attendees can immediately meet other members of the group and use the same communication channel to connect with each other. There is no limit to the number of collab groups.

Here are a few examples of successful collabs on Heylo:

- [Women on Wheels](#) and [Brothers on Bikes](#) collab on regular social rides
- [Midnight Runners](#), a global running group, hosted a collab event across all their groups and brought members from SF and Mexico to Los Angeles for a big anniversary
- Running groups across San Francisco organized one big run to celebrate global running day

To create a collab:

1. Start by [creating an event](#)
2. Under "Groups", select "add group"
3. Select the groups you wish to add the event to
4. Publish the event, and the admins of the invited group will be notified
5. One of the admins can accept the event
6. The event is automatically added to the group that accepted the collab
7. That's it! All members of both groups can sign up to one event, meet other attendees, and share logistics and photos after in one event chat.

Permissions

When an event has collaborators, only the event [hosts](#) and the primary group can manage the event.

Export attendees

Group admins can export event attendees of any event into a CSV file. The CSV file can be opened in Google Sheets, Microsoft Excel, or any other spreadsheet software.

The export includes export fields as well as any [sign-up question](#) they responded to.

To export a list of attendees, admins can select “export” from the edit menu option in the top right of any group event.

Paid event tickets

Collect money in advance with paid event tickets on Heylo.

Leaders use paid events on Heylo to organize volleyball tournaments, running challenges, brunches, parties, and family picnics. Not only do the extra resources enhance the event experience, but payment in advance also reduces no-shows. Paid events hold everyone accountable and help members show up.

Furthermore, all events on Heylo, paid events are social. Members can see who is [hosting](#) and [attending](#), and the [event chat](#) builds momentum before the event starts. Making group events social on Heylo typically increases payment volumes beyond leader expectations, especially when paid events are utilized in an active group.

On Heylo, leaders collect money anytime before the event. Members sign up with [payment info](#), and then their payment info is billed at the designated event collection time. The timing can be controlled by setting a cancellation period as described below.

Payments are [paid out](#) automatically when money is received via the linked [bank account](#). There is no waiting for a manual payout or after the event ends. Hosts often need the money in advance of the event, anyways!

Creating a paid event

To create a paid event, add a price to the event [registration](#). You can offer multiple registrations with different prices. A member can only sign up for one registration.

Multiple prices help make the event more accessible and increase revenue.

Here are ways groups use paid events:

- **Donations.** Offer a donation option to collect voluntary contributions for your event! Members can opt to donate and pay the higher amount.
- **Premium.** Add a “VIP” or higher-end experience for members who want to join and receive extra benefits
- **Member benefit.** Drop your price for members and add a higher price for the general public
- **Add-on.** Don’t stop once the event ends! Use an add-on to keep bringing people together, whether it’s an after-party or post-event meal.

The event host can decide who pays the fees for the event. If the group absorbs fees, the exact event price is the final price paid. If the member absorbs fees, the member pays the listed price plus service fees, and the group receives the exact event price upon payout.

A [bank account](#) must be linked for the paid event to be published.

Cancellation period and refunds

The host of the event can determine the cancellation period for the event. The cancellation period is set when the payment is collected. For example, if an event is at 6:00 pm with a 12-hour cancellation period, payments from [signed-up attendees](#) will be collected at 6:00 am that same day. To collect payment immediately, set a payment cancellation period greater than the time to sign up for the event.

A member can change their event sign-up any time before the cancellation period without charge. After the cancellation period, sign-ups cannot be changed and the event becomes non-refundable. Anyone who signs up after the cancellation period is charged immediately. If there is an issue with refunds during this period, [get in touch with the Heylo team](#).

By default, events have a 12-hour cancellation policy prior to the start of the event.

Early bird tickets and changing event price

Event hosts can change the price of the event over time. Members are charged for the price at the moment in which they sign up which gives the host ultimate control over event pricing.

For example, if a host wants to encourage early sign-ups, they can use an early bird pricing structure. The event can start at \$10 per ticket, and then increase to \$20 at the host's discretion. Anyone who signs up at \$10 is charged \$10 no matter the cancellation policy.

Once an attendee [signs up](#) for a paid event, an admin can adjust the price for that specific person on an individual basis until the cancellation period expires.

Signing up for a paid event

When a member signs up for a paid event, they must have valid [payment info](#) for their account. A preauthorization charge confirms their payment amount. Thereafter, their card is charged according to the payment terms of the event.

Paid events are the ultimate way to ensure attendance and deliver a great experience for members.

Event albums

Event albums collect and organize photos and videos from an event. Attendees can easily access photos to download and share to social media.



Automatic Sourcing

After the event, registered attendees receive a notification to contribute photos and videos to the album. Any member of the group can add up to 90 items at a time. There is no limit on file size.

Accessible

Once content is added, other attendees are notified. Anyone in the group can access the album from the event and browse through the collection. Photos can be viewed in a gallery view or full screen and navigated by swiping left and right. Heylo works on any device, so sharing across iPhones, Android phones, tablets, and computers is pain-free. Photos and videos retain their original quality, and the uploader receives photo credit. Content is automatically sorted by recency.

Branded sharing

When shared from the album, Heylo automatically adds the event and group branding to the photo. Not only does the stamp make the photo official, it also attributes the photo back to the event and group and helps grow the community.

Deletion

A group admin or host can delete any photo from the event album. Any member can delete the photo that they uploaded.

Event chat integration

Photos shared in the event chat are automatically added to the event album. Event chat is updated if there are photos added to the album, but photos are not added to the chat. They remain in the album.

Organized by date

Event albums are stored by event and sorted by date for easy navigation.
