



STAFF GUIDE · GRADESPACE EVENTS

Running your events website: a guide for your team

Everything your team needs to run the website day to day, in plain words.

Gradespace Events
for WordPress, version 0.1.1

October 2026
thegradespace.com

Contents

1. Signing in	4
2. Your daily start: Events → Today	4
3. Events	4
4. Ticket types	4
5. Codes and deals: Events → Codes	5
6. Orders, transfers and refunds: Events → Orders	5
7. The door	5
8. DJ bookings: Events → DJ bookings	6
9. The crew and albums	6
10. Points and rewards (Pro): Events → Points	6
11. Reps (Pro): Events → Reps	7
12. Settings: Events → Settings	7
13. Records and privacy	7
14. Who can do what	7
15. Help	8

This guide covers the website day to day: events and ticket types, codes and deals, orders and refunds, the door, DJ bookings, the crew and albums, and points and reps. You don't need any technical knowledge.

Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** (for example `yourbrand.co.uk/wp-admin`).
- Sign in with your own username and password. Please **don't share accounts**: the website records who did what, and each person should only see what their job needs.
- After signing in you go straight to **Events → Today**.
- Forgotten your password? Click **Lost your password?** on the sign-in page. After 5 wrong passwords, sign-in pauses for 15 minutes.

2. Your daily start: Events → Today

- **Tonight's door**: tonight's event, how many tickets are sold and how many people are in, with a link to the door.
- **Coming up**: the next events, how many tickets each has sold and how many are left.
- **Sold this week**: tickets and money taken in the last seven days.
- **New messages** from the contact form, and (for administrators) records **due for review**.

3. Events

- **Events → Events → Add new**: the name, the date, the start and end times, the venue and its address, the age limit and a photo. The words you write become the event's page.
- **The line-up**: one act per line, with a time if you like (`DJ Nova | 01:30–03:00`). Names that match someone in **The crew** link to their page.
- **The state**: **On sale**, **Announced** (shown, tickets not on sale yet), **Sold out** or **Postponed**. To cancel an event, use **Cancel the event** on its Tickets screen: it refunds everyone and emails them.
- **Capacity**: the most tickets across every ticket type, guest list included. 0 means only each type's own number counts.
- **Kinds of event** (club night, day party, community...) group events on What's on and in the filters.

4. Ticket types

- Save the event, then click **Tickets and sales** in its **Tickets** box.
- **Add a ticket type** with its name (Early bird, Standard, VIP, a table, a guest list), the price, how many there are and how many one person can buy.

- **On sale from / until** makes a ticket type open and close by itself: an early bird is just a ticket type that closes on a date.
- **Group deals:** "4 for the price of 3" and the like, on any ticket type.
- **Hidden:** only people with an unlock code see it (a guest list, members' tickets).
- A ticket type that has sold can't be deleted (it's switched off instead), and you can't set fewer tickets than are already sold.
- The same screen shows what has sold, what's being paid for right now, the money taken after refunds and how many are in.

5. Codes and deals: Events → Codes

- **Promo codes** take a percentage or an amount off, for one event or all, for some ticket types or all, with a limit on uses and dates they work between.
- **Unlock codes** show hidden ticket types to whoever has the code.
- A **rep's code** (Pro) is made for each approved rep: it tracks their sales, and can also give a discount if you set one.

6. Orders, transfers and refunds: Events → Orders

- Filter by event or status, or search by name, email, order number or ticket number. **Download as a spreadsheet** gives one row per ticket.
- Open an order to see the buyer, the money, every ticket and the order's history.
- **Send the tickets again** emails every valid ticket. Buyers can also do this themselves from their own page.
- **Refund** one ticket, or every ticket left on the order: the money goes back to the card it came from (banks take 5–10 working days to show it), and the tickets stop working.
- **Give to someone else** moves a ticket to a new name and email with a new QR code; the old one stops working.
- **Undo the check-in** for a ticket let in by mistake.

Buyers get their tickets by email the moment their payment is confirmed, each with its QR code, plus a calendar file. Their own page lets them save each QR code, get the email again, add the night to their calendar, print, or give a ticket to a friend.

7. The door

- Open **Events → Door** on a phone. Door staff see only the door.
- **Scan** a QR code with the phone's camera, **type** a ticket number, or **find a guest** by name.

- Green means let them in; the ticket can't get in again, even at a second door. Red says why (already in, refunded, another event). **Undo** puts the last check-in back.
- **Sell at the door** adds tickets paid in person.
- With bad signal the door keeps working from the night's list on the phone and sends the check-ins when the signal is back. If two phones let the same ticket in while offline, the second shows as a clash.

8. DJ bookings: Events → DJ bookings

- Requests from the **Book us** form arrive in stages: **New**, **Quote sent**, **Booked**, **Done** and **Didn't go ahead**. The person gets an automatic reply and your team an email.
- Open a request to read the details, **Email them**, **Move to** another stage or **Add a note**.
- **Email a deposit link**: type the amount and click **Send**. Once it's paid, the booking moves to **Booked** by itself.
- If that crew member (or anyone, when nobody was chosen) is already booked that day, the request says **Date already booked**, and it can't be moved to Booked until that's sorted.
- Only crew with **Takes bookings** ticked (on their crew page) can be booked through the website.

9. The crew and albums

- **Events → The crew**: each DJ, host or act with a photo, their role, their sounds and a few words. Tick **Takes bookings** for anyone who can be booked through the website.
- **Events → Albums**: a gallery of photos from a night, linked to its event. Add a caption under each photo; it shows on the photo and in the full-size view.
- Lists of events, crew and albums fit how many there are, so a page never looks half empty.

10. Points and rewards (Pro): Events → Points

- Points are added by themselves for every £1 spent on tickets, for coming (when a ticket is checked in) and for bringing a friend (their first paid order).
- **Ways to earn**: social tasks (follow, share, subscribe), one per line. Buyers tap **I did it** with their handle, and the claim waits for your team: check the platform, then **Add the points** or **Not done**.
- **Rewards**: what points buy (a free drink, entry before midnight, merch), with how many there are and what each one is. A buyer gets a code to show at the bar or the door; staff type it into **A reward code at the bar or the door** to mark it used.
- **Look someone up** shows anyone's balance and history.

11. Reps (Pro): Events → Reps

- People apply from the **Become a rep** page. Approve them to give them their own link and code, and set their commission (a fixed amount or a percentage per ticket).
- Each rep's sales are counted for you, and what they're owed. Record a **payout** when you pay them.
- Pause a rep to stop their link and code working.

12. Settings: Events → Settings

- **Tickets:** an optional booking fee per ticket and what it's called (or none), what order numbers start with, how long tickets are kept while someone pays, and until how many hours before the start tickets can be given to a friend.
- **Door, DJ bookings, Points and Reps:** what each part does and says.
- Payments are connected under **Site Settings → Payments** (Stripe, or WooCommerce). The money goes to your own account; Gradespace takes nothing per ticket.

13. Records and privacy

- Orders, tickets, bookings, points and reps are kept in your own WordPress database, on your own hosting. Card details never reach the website: buyers pay on Stripe's own page.
- WordPress's personal data export and erase tools (**Tools → Export / Erase Personal Data**) find a person's orders and tickets by their email address.
- Erasing keeps the money (an order's amounts, reference and payment are accounting records) but removes the name, email, phone and ticket holders' names, and voids tickets for events still to come.

14. Who can do what

- **Door staff:** the door only (scan, find a guest, sell at the door).
- **Events manager:** events, ticket types, codes, orders and refunds, the door, DJ bookings and messages.
- **Administrator:** everything, including settings, points, reps, staff accounts and deleting records.
- Give each person their own account with the role their job needs (**Users → Add new**).

15. Help

- The full manual is at **thegradespace.com/docs/events**.
- Need help? Email support@thegradespace.com with what you were doing and a screenshot.