

EventHQ has significantly reduced our admin costs

Bat Conservation Trust
www.bats.org.uk



About the Bat Conservation Trust

Following the huge decline in the UK's bat population, our charity was founded as a hub for science, assessment and conservation. Our events, from training courses to conferences for over 300 people, are an important part of our mission. Before using EventHQ, the administration of around 40 events each year took up almost the whole of one person's role. Now it's a different story and so much better.

Cuts admin

Running around 40 events every year is a lot of work, especially because most people book just before the event. By using EventHQ, I only need to contact a delegate if there's a special query or problem with the payment - other than that I'm free just to contact them with their delegate information, which I like to do. Everything else is automated, so it's like having an event administrator here full time.

Automatic payment processing

If someone pays with their card, I'm not involved at all. EventHQ handles it all for me.

"Using EventHQ has significantly reduced our admin costs.

We're a charity, so saving money is really important to us."

LISA WORLEDGE, PARTNERSHIPS OFFICER AT BAT CONSERVATION TRUST

Use it on the move

I love the fact that I can use EventHQ on my iPad or iPhone. It makes life easier as I can work while I'm travelling on a train, for instance.

Complex bookings

EventHQ is set up for complex events, so we can ask delegates to choose between the multiple workshop sessions in our bigger conferences, as they book. This makes things simpler for them, too.

Easy to use

We find it relatively straightforward to use. Features such as copying over an event are easy to do and cut down on our workload. We also use the 'optional extras' feature to offer memberships to people attending a conference - and on average around five or six new people join us this way, every time. We also use the same feature to offer "Adopt-a-Bat", for no extra effort.

Delegate analysis

We can process and explore all the data EventHQ holds on our delegates to do some analysis on who's attending the various events we run. This helps us do things like compare sales with previous years. We can also pull out data quickly for funders and other stakeholders.

Why we recommend EventHQ

It's impossible to pick out one feature! Above all else, it saves us money by reducing our admin costs - times are difficult for charities, so this is important. We also find it easy to use and the customer service support is fantastic. Ian is exceptional. If we ever have a query, Ian always responds very promptly. My favourite benefit is that if someone books and pays by card, I don't have to do anything until nearer the event itself.

Learn more at www.eventhq.co.uk



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