University of Nottingham Students' Union

SUMS Training – Student Group FAQs

Events and trips

How do I put in an events request in the Member Dashboard?

The guide on Events Requests covers this process in detail and should be your port of call; an accompanying video can also be accessed at this link.

My event has been declined in the member dashboard– who do I speak to?

If an event has been declined, it is likely that you will already have had the application discussed with a member of staff. If you haven't had a discussion, please contact a member of support staff.

My event has been declined – can I amend the same request to get it approved?

If an event is declined, unfortunately you will need to submit a new application. You can copy and paste details from the original application if you wish.

My event is coming up and the status says 'pending'

In this instance, a member of staff has not yet approved your event. Please contact a member of your support staff with the event ID that you want to explore.

How will I know that my event has been approved?

In the Member dashboard a list of all of your group's event applications is contained in the Events section – when an event is approved the decision status will change to 'Approved'. You may also receive other correspondence from a member of staff.

There are some questions from a member of staff on my previously submitted event: how do I respond to them?

When a member of staff has fed back, you will see a tick box on your application that says that feedback has been received. On the right hand side of the screen is a button that will allow you to view this feedback and amend/resubmit the application.

My event has been approved – when will the tickets go on sale?

Tickets to the event will automatically go on sale at the time specified in the application: they will be available as a product on your group's shop.

I want to sell multiple ticket types to my event – can I do this?

Yes – it may be that you will have a public price and a student price for an event. To submit two different types of tickets, in section 4 of the events form (products) you can create as many products as you wish.

I want to change some details on my application – can I do this after I submit it?

In pending mode, you are unable to change any details until after a member of staff has given you feedback on the original application. You can change details following feedback.

The same event is recurring multiple times, but it is the same each time – do I have to put in a new events application for each one?

No, you don't – on the events application you can select your recurrences and any other ticket sale dates by using the 'recurring events' part of the form. The system will handle all of these en-masse.

I have an annual risk assessment that is covering this event – do I have to fill in a new risk assessment?

No, you don't. The system does however need a risk assessment to be uploaded to allow you to submit the form: in this instance just upload your annual risk assessment. If you are not covered then you will need to complete a new risk assessment and upload it here.

What are the rules for submitting an events application?

All events need to be submitted using the rules that have been summarised in your events training. Please speak to a member of your support staff regarding this training.

Document compiled by Sam Nichols (Insight Manager): August 2020. All information correct at time of publication.