Sales / Event Staff

The customer is not sure of numbers or dates or product options. What should I do, can I still book the event and add a new order?

IMPORTANT: Bookings are fixed orders and cannot be changed as per the terms and conditions of the company.

If a customer wishes to book an event and they are not sure of the date, or the number of tickets to purchase or cannot provide the product option details at the time of the booking, **YOU DO NOT ADD NEW ORDER or MAKE A NEW BOOKING.**

You should inform the customer

1. that due to company policy you are not able to make changes to a booking, if they are not sure andÂ you require the information at the time of the booking to complete the booking order.Â ***Consider this, when you book a ticket with Ticketek or purchase a ticket to see a concert or attend a festival***, can you book now and call back later with the details or confirm the details or the number of tickets you will need?Â **The answer is NO!**Â And so is the policy with Iconic Productions.Â Details are required to secure the booking.Â If the customer is unsure of details or needs to call back to confirmÂ then create a new opportunity for the customer using the New Opportunity Page.

   Or you can inform them to book the required amount of tickets now, less 10-15 % and then call back 7-14 days before the event to book additional tickets.Â Inform the customer the additional tickets would not be based on the bulk group discount size however.

2. Ask the customer when it would be a convenient time for you to call them back to assist them or when they will be able to confirm the details required.

3. Schedule a follow up activity or a new activity for the customer.

Attached files:

Unique solution ID: #1171
Author: Matthew Walker
Last update: 03-Feb-2016 02:05

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07