

Understand reservation hold times

Public help

1. Online checkout gives you a limited time to finish payment after tickets are held.
2. Offline cash or bank-transfer reservations can use an event-specific hold window.
3. Event-specific offline holds are limited by the platform maximum.
4. The checkout page shows the hold time that applies to the current event/reservation.
5. If the timer expires, the held tickets can be released for other attendees.

Verification evidence

Checkout Expiry, Offline Cash And Bank Transfer Browser Checkout Retest.

Website screenshot

Expired checkout notice after the website releases a previous ticket hold.
Expired checkout notice after the website releases a previous ticket hold.

Last verified

Verified against the staging website on 2026-06-13. Mobile apps were not tested in this pass.

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