

Handle event cancellations and refund expectations

Public help

If an event is cancelled or materially changed, attendees need clear information about what happens next.

1. Confirm the event status and reason for the change.
2. Pause ticket sales before announcing the cancellation if needed.
3. Prepare a clear message for attendees.
4. Review refund rules for the event and payment method.
5. Coordinate with LinkUp support or admin for refund processing. [VERIFY: confirm organizer refund controls]
6. Keep a record of decisions, messages, and refund requests.

Expected LinkUp behavior

LinkUp should prevent further sales for cancelled events, preserve order history, and support a clear refund process for affected attendees.

Implementation status

Expected behavior	Status	Surface	Manual check
Admin refund audit exists for Stripe.	Implemented	Admin / Backend	Confirm Stripe refund audit tables and admin visibility.
Organizer self-refund controls exist.	Planned	Organizer panel	Do not publish as live unless controls are confirmed.
Cancelled event stops future checkout.	Needs Verification	Public web / Checkout	Cancel a test event and attempt checkout.
Attendee communication workflow exists.	Needs Verification	Notifications / Admin	Check notification templates and event messaging options.

Verification checklist

- Cancel a test event.
- Confirm public checkout is blocked.
- Inspect affected orders.
- Attempt a test refund path in test mode only.
- Confirm attendee notification options.

Gaps / notes

- Payments/refunds are a dedicated future deep-dive area.
- Organizer responsibilities need policy approval before public publishing.

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