



Quick Guide

Changes to event details and cancellation

February 2026

Changes to event details and event cancellation

Quick guide for making changes to event details and cancelling events in EVENTIM.Light

This manual shows you how to make changes to events and manage cancellations in EVENTIM.Light. This functionality is useful for keeping event information up-to-date and handling issues efficiently. It allows you to modify key data such as event details and sales information, and to manage event cancellations in a controlled manner.

Event details

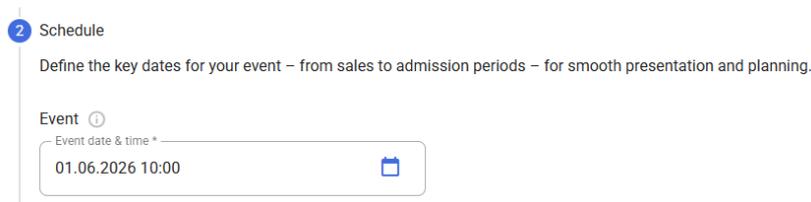
Date change

If you need to change the date of your event, log in to EVENTIM.Light and follow these steps:

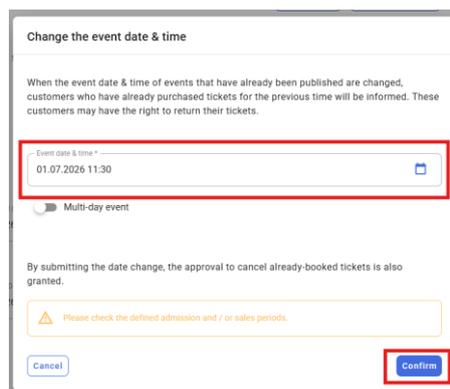
1. Access the event you need to update and click Edit:



2. Go to Schedule and adjust the date and time of the event.



3. Once you have made the changes, click on Confirm.



4. Don't forget to save your changes at the bottom of the event editing screen:

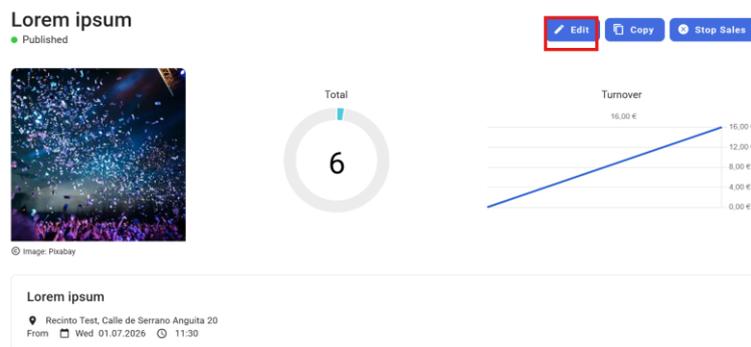
- 6 Media
- 7 Text
- 8 Event-related Question(s) - optional



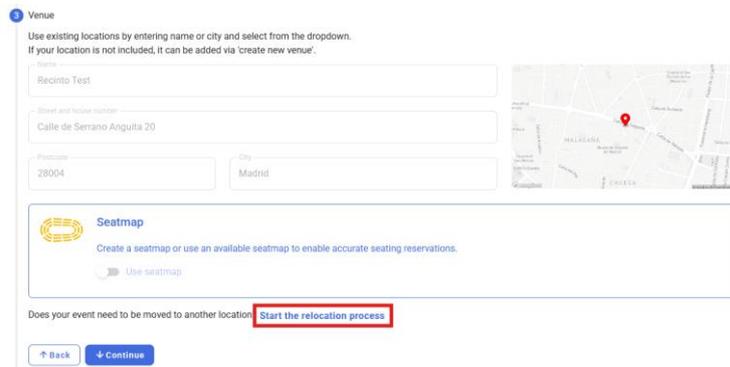
Change of venue

If you need to change your event venue, log in to EVENTIM.Light and follow these steps:

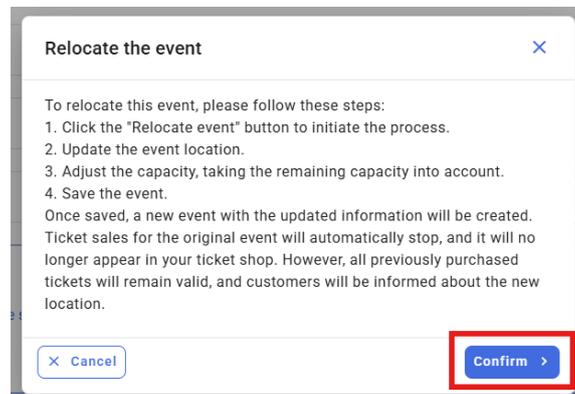
1. Access the event where you need to update the venue and click on Edit:



2. In the Venue step, click the Start the relocation process:



3. Click Confirm to create a copy of the initial event but modify its venue.



- In the new event, specify the new venue in the Venue section and adjust the number of tickets in price categories and ticket types:

Venue

Use existing locations by entering name or city and select from the dropdown.
If your location is not included, it can be added via 'create new venue'.

Name: Wizink Center

Street and house number: Avenida Felipe II s/n

Postcode: 28009 City: Madrid

To the selection list? [Go here to the selection list](#)

Seatmap

Create a seatmap or use an available seatmap to enable accurate seating reservations.

Use seatmap

[Back](#) [Continue](#)

Price categories & ticket types

Define your event areas/price categories, e.g. general admission, VIP etc.
Use predefined text or your own wording.

Price categories

Price category: Entrada Quantity: 5

Ticket types

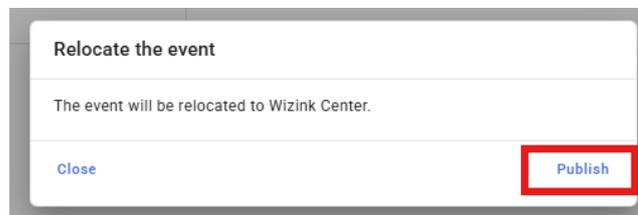
Decide how much your ticket costs.

Price incl. fees

Price categories	Base price *	Promoter shop	Box Office	entradas.com
General	2,00 €	2,47 €	2,47 €	2,59 €
VIP	5,00 €	5,58 €	6,84 €	5,88 €
Residente	1,00 €	1,44 €	1,44 €	1,50 €

+ Add ticket type + Add free tickets

- Confirm the changes and publish the event.



The new, relocated event informs of the previous venue:

Relocated from **Recinto Test**

Lorem ipsum

Published

[Edit](#) [Copy](#) [Stop Sales](#)

No tickets sold yet

Use our various integration opportunities to start your ticket sale and integrate your ticket shop on your website or publish your event on Facebook, to use this reach. Your tickets will be available for sale via the EVENTIM.Network soon.

[Integrate event](#) [Create Facebook-Event](#)

Lorem ipsum

Wizink Center, Avenida Felipe II s/n

From Wed 01.07.2026 11:30

The previous event will automatically cease to be available for purchase, and its name, sales end date, and sales information will be changed.

Event information

1 Event

Give your event a concise, search-relevant title. If necessary, assign it to an event series.

Title ⓘ

Title *

RELOCATED TO Wizink Center

Cat

M

Sales period (optional) ⓘ

Sales start (DD.MM.YYYY HH:MM)

03.02.2026 18:00

Sales end (DD.MM.YYYY HH:MM)

05.02.2026 12:43

5 Sales info - optional

Add specific event information e.g. age restrictions, access info etc.

Sales info ⓘ

Sales info

This event has been relocated to Wizink Center: <https://www.light-stg.de/es/a/61e7d2dd21c453687d3c0db3/e/69848263059c567745d8d6e7>

Event Cancellation

IMPORTANT: If you need to cancel an event, please note that the cancellation is irreversible and once the event is canceled, it cannot be republished. If you are not completely sure about cancellation, we recommend selecting the "Pause sales" option.

If you need to cancel your event, log in to EVENTIM.Light and follow these steps:

1. Access the event you need to cancel and click on Stop Sales:

The screenshot shows the event management interface for an event titled 'Lorem ipsum'. It includes a 'Published' status, a placeholder image, a 'Total' counter showing '4', and a 'Turnover' line graph. The 'Stop Sales' button is highlighted with a red box. Below the main content, there is a location and date information: 'Recinto Test, Calle de Serrano Anguita 20' and 'From Thu 04.06.2024 11:00'.

2. Select Cancel event and confirm; the cancellation will be processed automatically. You don't need to take any further steps.

Stop Sales

Please select if you want to pause the sale for this event or if you want to cancel the event.

Pause Sales
In this status, your event is no longer on sale and is no longer displayed in the ticket shop. You can publish it again at a later time and put it on sale.

Cancel Event
Your event has been cancelled. This status cannot be reversed. Sales for your event will stop, we will notify customers and begin the cancellation process. If you have any questions, please contact our support team.

[Cancel](#) [Confirm](#)

Lorem ipsum

Cancelled



© Image Pixabay

[Show event](#) [Copy](#)

Event cancelled

The event was cancelled by you. We take care of the reversal and inform all customers about the cancellation. If you have any questions, feel free to contact our support team.

Once any event update or cancellation is made, our promoter support team will be notified and will manage the necessary actions to inform your buyers.

Contact

For questions about EVENTIM. Light, please visit our [Frequently Asked Questions](#).

For further questions or comments, please contact us:

helpdesk@eventim-light.es

Hours:

- Sun-Thu: 10:00AM to 10:00PM
- Fri-Sat: 10:00AM to 12:00PM