

Create a Reservation or Subscription

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You've created a Space in Gather, and now you're ready to make a reservation—fantastic! You can easily set up and manage reservations for your Space using the [Space dashboard](#). Note that you can make a reservation at any time prior to the start of your event and continue to edit your Space before, during, and after your reservation. For a quick overview of the dashboard features, watch our [Creating and Editing Reservations](#) YouTube tutorial. For step-by-step instructions, continue reading the article.

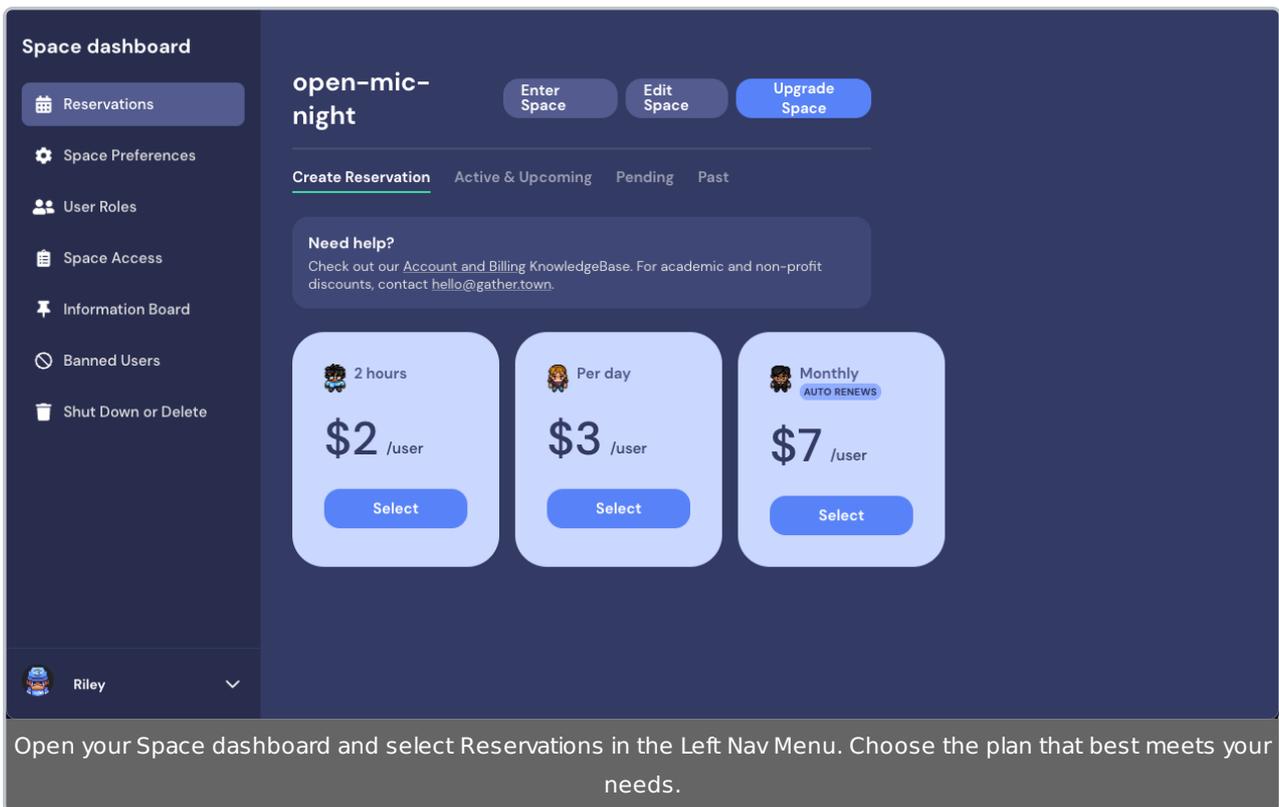
Create a Reservation

Head to your [Space dashboard](#). The **Reservations** tab is active by default in the **Left Nav Menu** of the dashboard. If it is not already selected, click **Create Reservation**.

Select a Reservation Type

We offer three different types of reservations to meet your needs. By creating a reservation, your Space moves onto our Premium servers while the reservation is active. You also have access to additional moderating features that are not available for Free Spaces. The primary difference between the three types of plans is purely how long you will need the increased capacity and/or premium features.

Note: Review a comparison of the plans on gather.town/pricing!



- **2 hours (\$2/user):** Great for parties or meetups that are up to 2 hours long. Is your event longer than 2 hours? The Per Day plan is going to give you the best value.
- **Per day (\$3/user):** Perfect for conferences, festivals, and longer running events. You can specify the date and time your reservation will start and end, and we guarantee to give you the best cost.

Note: If your event is >2 hours but ≤24 hours, you will be charged for one day. If your event is longer than 24-48 hours, you will be charged for two days. Events longer than 48 hours automatically receive the monthly subscription discount.

- **Monthly (\$7/user):** Ideal for remote offices, classrooms, gaming communities, and more. Your subscription **auto-renews** every 30 days (beginning from today or your selected start date), and you are **automatically** charged monthly. You will receive an email reminder every month that your payment is coming up.

Calculate Cost

After you click **Select** on your desired reservation plan, the cost calculator opens and dynamically totals your cost based on your **Space capacity** and **Start/End** dates and times. It will also automatically reflect discounts and any cost savings we auto-apply.

- **Space capacity:** The maximum number of people who might be in the Space at the same time. (Space capacity does not need to be the *total* number of people who might visit—just the max

you expect to be in the Space at the same time. Read more about determining [Space capacity](#).)

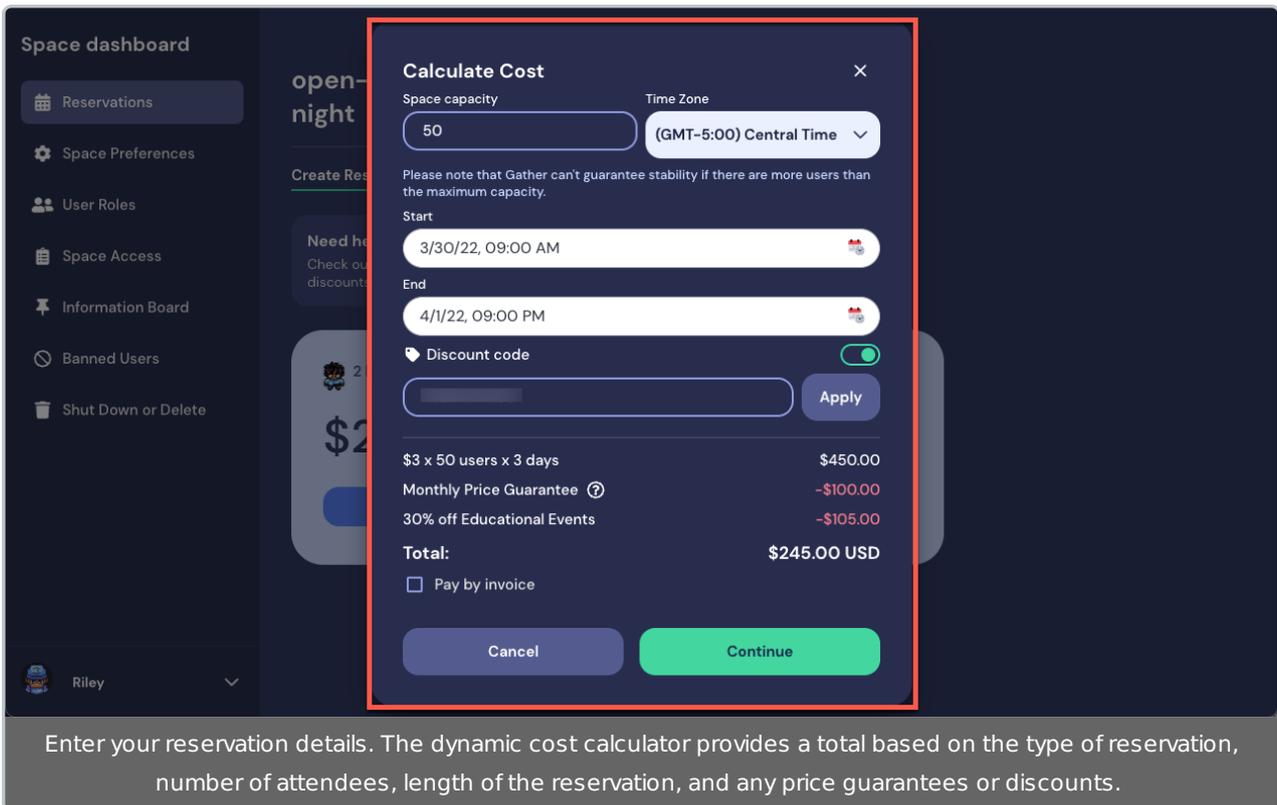
- **Time zone:** Defaults to your computer's time zone. Select a different option if you're planning an event outside your time zone.
- **Start:** Select the date and time for your event to begin.

Warning: You must click on the day in the calendar to select the date. You cannot choose a start time in the past. If you enter the current time, the Space will not become active for at least 15 minutes.

- **End:** Select the date and time for your event to end.

Note: If you select the 2-hour reservation or Monthly subscription option, you do not select an End date and time.

- **Discount code:** Toggle the option on and enter a discount code, if applicable. Click **Apply**.
- **Dynamic calculation:** Displays the (reservation type) x (Space capacity) x (reservation length).
 - **Monthly Price Guarantee:** If applicable, this displays the amount you save when we auto-apply the best price for you.
 - **Discount Code:** If applicable, this displays the type of discount code and the amount the discount saves you.
- **Total:** Total amount owed in U.S. dollars.
- **Pay by invoice:** Select to receive an invoice with the complete details of your reservation. The invoice must be paid prior to the reservation start time.



When you have entered your information, select **Continue**. You will be directed to either make a payment either via credit card or an invoice.

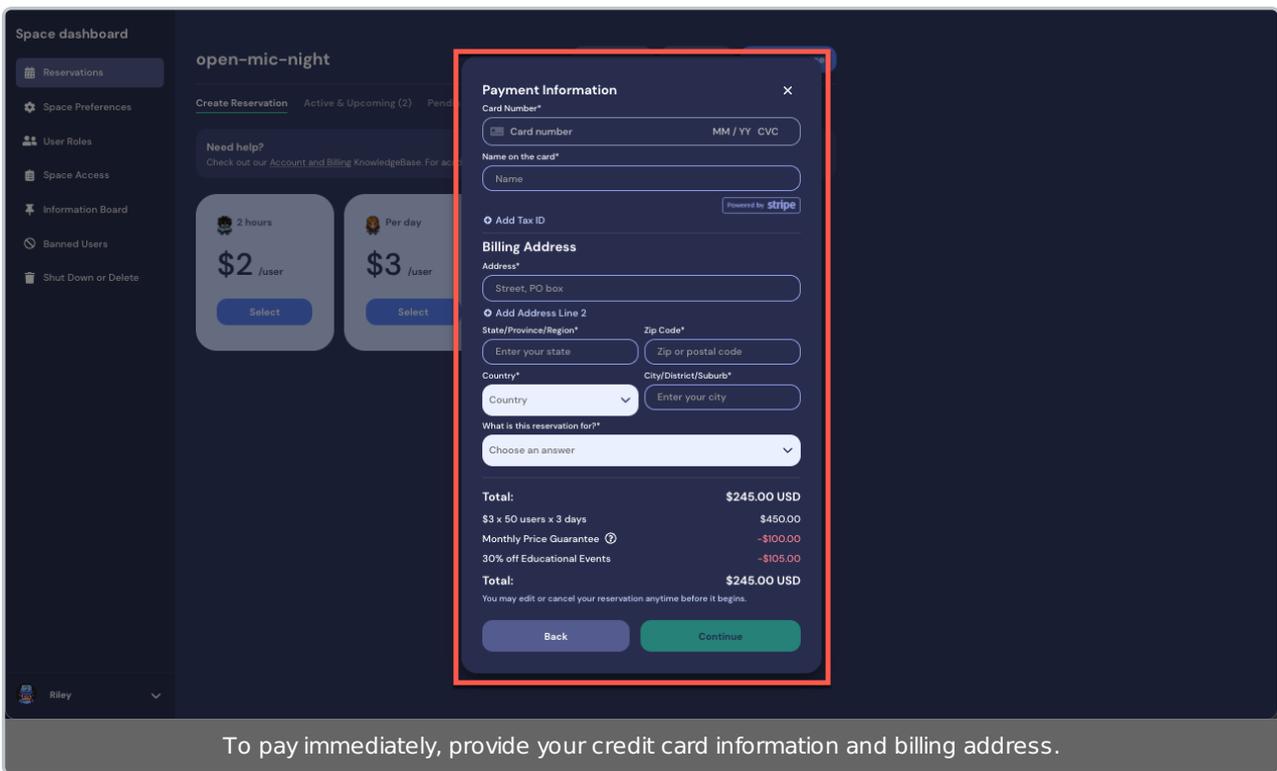
Make a Payment

There are two main methods to pay for your reservation: by credit card or by invoice. We use Stripe to manage all payments and refunds. Stripe stores your payment and billing information. Gather only stores information about the reservation details, such as the Space capacity, Start/End time, and whether the reservation has been paid.

Note: If your organization needs a complete record of reservation and billing details, a purchase number, and options for payment by credit card, wire transfer, or check, select **Pay by Invoice**. Just make sure to make your payment prior to the Start Date!

Credit Card

After you click **Continue** in the **Calculate Cost** window, the **Payment Information** window displays. Enter all your billing information, including your credit card details and your billing address. You may enter your Tax ID, if desired. Select the purpose for your reservation, which helps us understand how you use Gather.

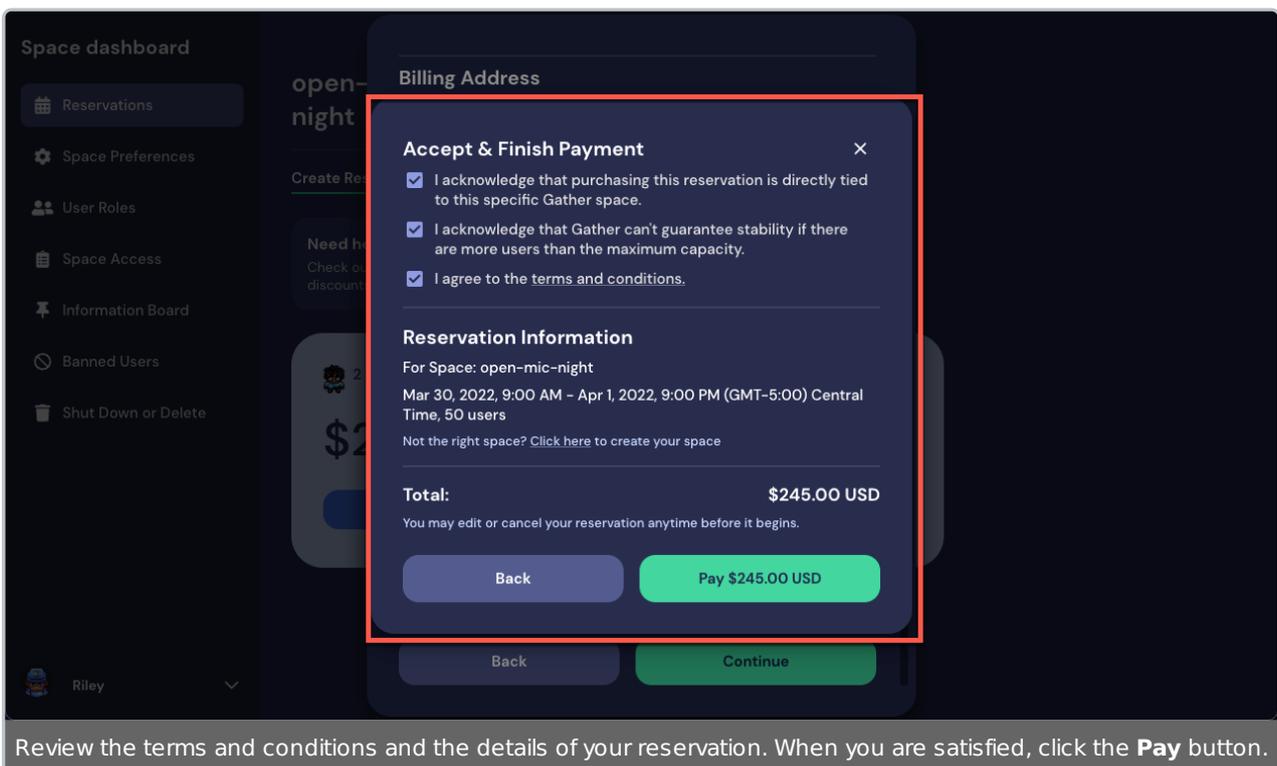


To pay immediately, provide your credit card information and billing address.

When you have completed all required fields, click **Continue**.

Review Terms

Read the terms and select the checkboxes to confirm you understand the terms and conditions of Gather and of your reservation. Review your reservation information to confirm that all details are correct. If you need to make any changes, click **Back**. To proceed with the reservation, click the **Pay** button.

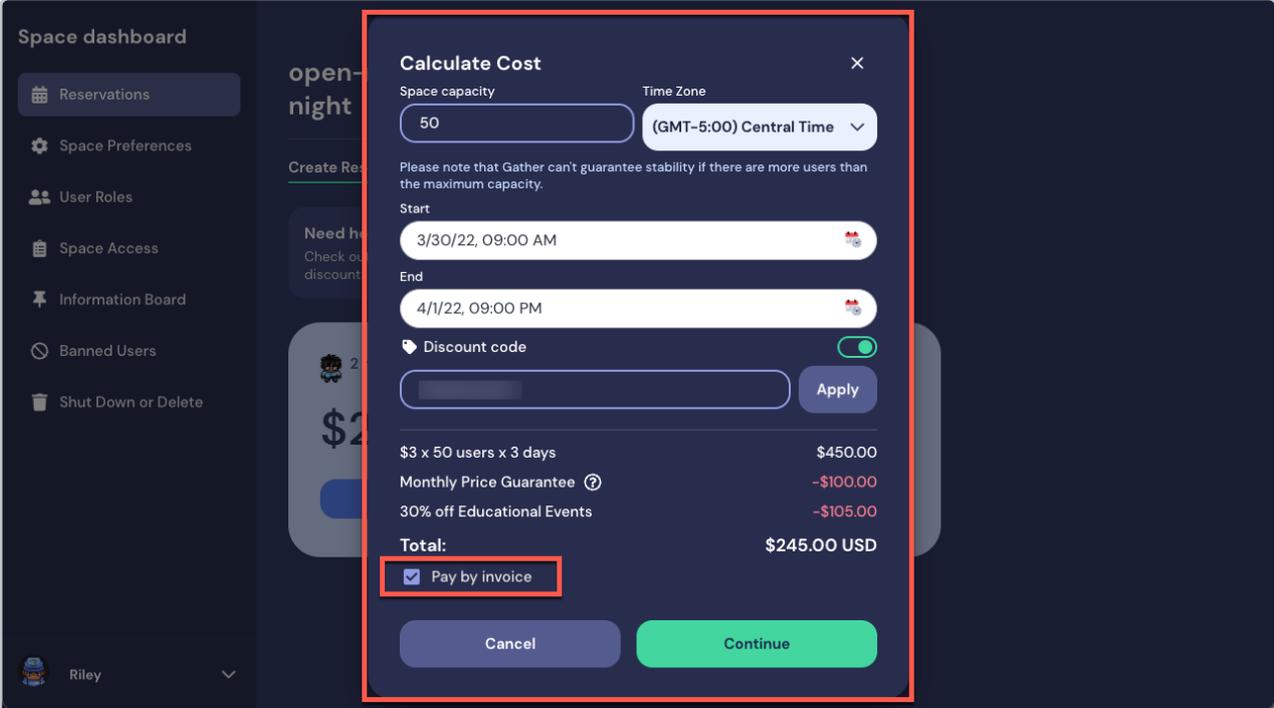


Review the terms and conditions and the details of your reservation. When you are satisfied, click the **Pay** button.

A success message will briefly display in the top right corner of the window. Your new reservation now displays in the **Active & Upcoming** tab of **Reservations**.

Invoice via Stripe

From the **Calculate Cost** window, you can select to **Pay by Invoice**.



The screenshot shows the 'Calculate Cost' modal window. It includes the following information:

- Space capacity:** 50
- Time Zone:** (GMT-5:00) Central Time
- Start:** 3/30/22, 09:00 AM
- End:** 4/1/22, 09:00 PM
- Discount code:** A field with a toggle switch and an 'Apply' button.
- Cost breakdown:**

\$3 x 50 users x 3 days	\$450.00
Monthly Price Guarantee	-\$100.00
30% off Educational Events	-\$105.00
Total:	\$245.00 USD
- Payment method:** Pay by invoice
- Buttons:** Cancel and Continue

When making your reservation, you can select **Pay by invoice** to make your payment at a later date.

Click **Continue**. In the **Pay by Invoice** window, enter event information, the billing address, Purchase Order Number or Tax ID, if applicable, and the email address to receive the invoice. Select the purpose for your reservation, which helps us understand how you use Gather and determines your use case.

Pay by Invoice [X]

Event name
Short description of your event

Name / Organization Name* Phone Number
Your Name or Org Name Enter Phone Number

Address*
1234 Main Street

+ Add Address Line 2

Country* City/District/Suburb*
United States San Francisco

State/Province/Region* Zip Code*
CA 94114

Purchase Order Number Tax ID
Purchase order number Enter Tax ID

Email this invoice*
Email address

What is this reservation for?*

Conference

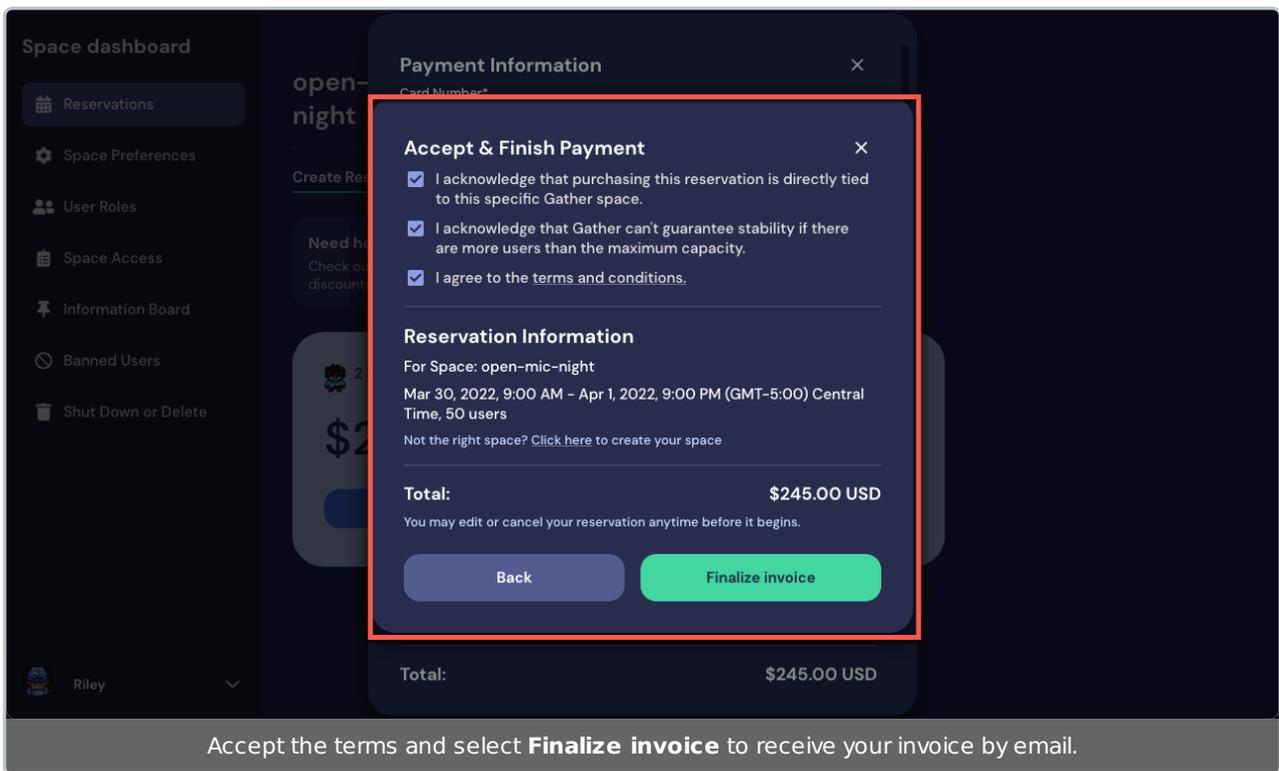
Back Get Invoice

Provide the details of your event and the billing and contact information for the invoice.

When all required fields are complete, click **Get Invoice**. You will receive an email with complete event and billing details.

Review Terms

Read the terms and select the checkboxes to confirm you understand the terms and conditions of Gather and of your reservation. Review your reservation information to confirm that all details are correct. If you need to make any changes, click **Back**. To proceed with the reservation, click the **Pay** button to generate your invoice.



A success message will briefly display in the top right corner of the window. Your new reservation now displays in the **Pending** tab of **Reservations**. You will receive your invoice at the email address specified in the invoice details. When you are ready to pay, you can do so through your email invoice, or by going to the **Pending** reservations tab and clicking **Pay Now**. A Stripe window will open, providing you payment options.

Alert: Invoices must be paid in full and **in advance** of your Gather reservation; otherwise your event will **not** become active.

Best Practices

- Finalize your reservation **at least** 30 minutes before the start of your event. (It takes approximately 15 minutes for updates to carry down to our servers.)
- Estimate on the lower side for your Space capacity. You can always [increase the capacity](#) during the event.