

Reservation & Subscription FAQs

Last Modified on 03/29/2022 4:21 pm EDT

Answers to frequently asked questions about reservations and subscriptions

What is a reservation and why do I need one?

You make a reservation when you need to have more than 25 people in your Gather Space at the same time (or when you want to have the [moderation perks](#) of a Premium Space, like [domain access restriction](#)). To [make a reservation](#), you'll need to know the Space capacity, which is the maximum number of people you expect to be in the Space at the same time, as well as the start and end date and time. (However, you don't need an end date when booking a [monthly subscription](#), which renews automatically and bills you monthly.)

Think of it as making a reservation at a restaurant. You need to let them know how many people you expect ahead of time to make sure there is enough room for all of your guests. You can always increase the number of chairs or add tables while you're at the restaurant, but it may take some time. Because the restaurant had to set aside the space in advance, you can't decide to use a smaller space in the middle of your reservation. However, you can absolutely change your reservation to a smaller space *before* your event starts. Read more about [increasing your Space capacity during an event](#).

When it's time for a reservation to start, Gather will automatically move your Space from our free servers to a dedicated premium server and allow as many people into your Space as you estimated and paid for. Reservations can be for 2 hours, per day, or monthly, and can be made in advance.

Where are my reservations?

You can easily see all of your reservations from your [Space dashboard](#) by selecting **Reservations** in the **Left Nav Menu**. Current and future reservations are under the **Active & Upcoming**, unpaid reservations are under **Pending**, and previous reservations are under **Past**.

The screenshot shows the 'Space dashboard' for a space named 'open-mic-night'. On the left is a navigation menu with options: Reservations, Space Preferences, User Roles, Space Access, Information Board, Banned Users, and Shut Down or Delete. The main area shows reservation filters: 'Create Reservation', 'Active & Upcoming (2)', 'Pending (1)', and 'Past'. A 'Please note' warning states: 'Gather can't guarantee stability if there are more users than the maximum capacity'. Below are two reservation cards. The first is 'ACTIVE NOW' with a start time of 1:15 on Mar 29 and an end time of 3:15 on Mar 29, for 50 users (GMT-5:00 Central Time). The second is 'UPCOMING' with a start time of 2:00 on Mar 29 and an end time of 7:00 on Mar 31, for 75 users (GMT-5:00 Central Time). Both cards have 'Manage' and 'Receipt' buttons. At the bottom left, the user 'Riley' is logged in. A footer note reads: 'From your Space dashboard, select Reservations from the Left Nav Menu, and view your Active & Upcoming, Pending, or Past reservations.'

What happens if I reach my Space capacity?

If you exceed your Space capacity, additional guests may not be able to join your Space. Although we provide a small buffer, when you exceed your capacity, your guests will experience either or both of the following things:

1. The performance in your Space will start to degrade. Your guests will experience lag and issues connecting to audio/video.
2. Once you've exceeded our buffer, new guests will see a **Space Capacity Limit** message and will not be able to join the Space.

You can provide a Custom Space Limit message that informs your blocked guests of who to contact or what to do (see [Space Capacity article](#)). You can also [increase your Space Capacity](#) before or during your event if needed. Just note that the changes take about 15 minutes to take effect.

Can I upgrade my Space while my event is happening?

You can [increase your capacity](#) during an event with a reservation, but note that it will take roughly 15 minutes for the update to work its way through our system and for resources to be reallocated. You can also switch from a Free Space to a Premium Space in the middle of an event without disruptions to your event, but it will take roughly 15 minutes before you are able to see the capacity limit increase.

Note: Check out [Edit or Cancel My Reservation](#) for full details on making changes to your reservation.

Warning: At this time, subscriptions can not be edited. To increase or decrease the capacity for a subscription, you will need to make a new reservation with the updated capacity you want and then cancel your old subscription. Once you've done this, you can email billing@gather.town to be prorated for the remaining amount that was not used. Please include both receipt numbers and your Space's URL!

Can I upgrade my Space multiple times?

Yes! You can set up multiple reservations in the same Space. This is a great option if you have a Space that's typically Free and you want to host a special event with more than 25 people, or if you have a paid subscription for a set number of participants but want to host a party or conference where more people will join. You can plan an unlimited number of paid events in a Space, and you can upgrade your event while it's happening. Just head into the **Reservations** section of your [Space dashboard](#). From there you can **Create Reservation** or manage an **Active & Upcoming** event.

What if I have fewer attendees than I expected?

Before your event starts, if you have an **Upcoming 2-Hr** or **Per Day** event, you can update your [Space capacity](#) and reduce the number of expected concurrent participants. Head to your [Space dashboard](#) to review your Reservations. Select **Manage** next to the reservation you wish to update. Update the Space capacity and you will be partially refunded for the reduced number of guests.

If your event has already started, you can only increase your Space's capacity.

Note: You cannot edit an **Active** or **Upcoming Monthly** subscription. You must cancel the subscription and create a new one.

We do not change pricing or offer pro-rated refunds *after* an event if the actual number of attendees is *less* than the forecasted numbers as the servers need to be booked and reserved at the time of your event.

If you are unsure how to estimate your number of attendees, aim low. You can always [increase your Space Capacity](#) during the event.

What happens to my Space when my reservation ends?

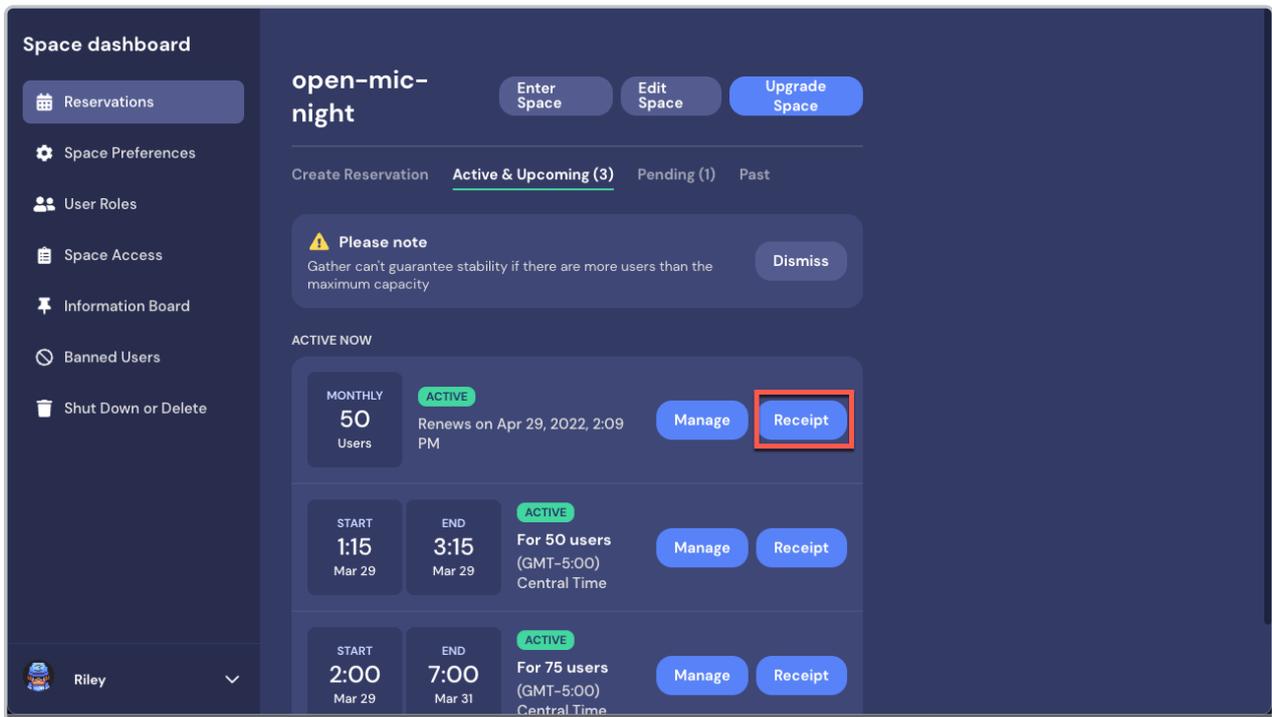
You have roughly 15 minutes between the time your reservation ends and the time your Space will be moved back to our Free servers. When this happens, you may encounter slight connection issues that will resolve if you refresh the browser. Anyone new who enters your space may not be visible to you until you refresh your browser. If you have more than 25 people in your Space when it returns to a Free server, you will likely experience performance issues.

If you'd like to re-use the same Space for a future event, you can make another Premium event reservation in the **Reservations** section of your **Space dashboard**.

Where's my receipt?

If you pay through the Space dashboard, you will get a receipt sent directly to the email you used to log into Gather. You can search specifically for "Gather Presence, Inc." or "Stripe."

Alternatively, if you visit the **Reservations** section of your Space dashboard, you can view your **Active & Upcoming** events and select **Receipt** next to the relevant event. A new window will open with your Stripe receipt.



The screenshot shows the 'Space dashboard' for a space named 'open-mic-night'. The left sidebar contains navigation options: Reservations, Space Preferences, User Roles, Space Access, Information Board, Banned Users, and Shut Down or Delete. The main content area shows the 'Active & Upcoming (3)' tab selected. A 'Please note' warning is displayed. Below, under 'ACTIVE NOW', three reservation cards are shown. The first card is for a 'MONTHLY' reservation for 50 users, renewing on Apr 29, 2022, 2:09 PM, with 'Manage' and 'Receipt' buttons. The second card is for a reservation starting at 1:15 on Mar 29 and ending at 3:15 on Mar 29, for 50 users (GMT-5:00 Central Time), with 'Manage' and 'Receipt' buttons. The third card is for a reservation starting at 2:00 on Mar 29 and ending at 7:00 on Mar 31, for 75 users (GMT-5:00 Central Time), with 'Manage' and 'Receipt' buttons. The 'Receipt' button on the first card is highlighted with a red box.

You can view your receipts in the **Active & Upcoming** or **Past** tab of your **Reservations** in the **Space dashboard**.

Tip: Need a detailed [invoice](#)? When you create the reservation, select **Pay by invoice**. You will receive a detailed billing and reservation statement in an email. Just keep in mind you must pay for your reservation or subscription prior to its Start Date!

What is the difference between the daily and

monthly plans?

We currently offer 3 different options to best suit your scheduling needs: **2-Hr**, **Per Day**, and **Monthly**. The primary difference is purely how long you will need the increased server capacity and premium Space features. Additionally, the **2-Hr** and **Per Day** plans are a one-time payment, whereas the **Monthly** plan is an automatically recurring payment for ongoing use.

Note: When you create your reservation, we automatically apply a discount to your total if there are cost savings available to make sure you're getting the best cost, no matter what plan you choose.

What plan should I use for one month?

There are two ways you can provide access to your Space for a month or more: using the **Per day** plan or the **Monthly** plan. The primary difference between the two plans is whether you wish to pay once for a one-time reservation or if you'd like to be automatically billed every month for an ongoing subscription.

Per Day

If you'd like to set a specific **Start** and **End** date and time, select the **Per day** reservation. The **Per day** option is also a good option if you don't want to be charged monthly for an automatic renewal.

Note: You will need to pay upfront for multi-month reservations using this method. If you prefer to be billed monthly, see below for the Monthly plan and remember to cancel before your renewal date.

[Open your Space dashboard](#). By default, **Reservations** is selected and **Create Reservation** displays. Under **Per day**, click **Select**. The **Calculate Cost** window opens. Enter your **Space capacity** and select the specific **Start** and **End** date and times. You will see a **Monthly Price Guarantee** discount applied to your total. Click **Continue** to proceed with this reservation option. To return to the reservation options, click **Cancel**.

Space dashboard

Reservations

Space Preferences

User Roles

Space Access

Information Board

Banned Users

Shut Down or Delete

Riley

open-night

Create Res

Need he
Check out
discounts

2 f

\$2

Calculate Cost

Space capacity: 50

Time Zone: (GMT-5:00) Central Time

Please note that Gather can't guarantee stability if there are more users than the maximum capacity.

Start: 4/1/22, 12:00 AM

End: 4/30/22, 11:00 PM

Discount code:

\$3 x 50 users x 30 days	\$4500.00
Monthly Price Guarantee ?	-\$4150.00

Total: \$350.00 USD

Pay by invoice

Cancel Continue

Open your **Space dashboard**. In **Reservations**, click **Create Reservation**. Then click **Select** under the Per Day option.

Monthly

If you'd like to set a no-hassle monthly subscription that auto-renews and bills you monthly, use the Monthly reservation.

Open your **Space dashboard**. By default, **Reservations** is selected and **Create Reservation** displays. Under **Monthly**, click **Select**. The **Calculate Cost** window opens. Enter your **Space capacity** and either **Start the subscription today**, or toggle off to select the specific **Start** date and time. Select **Continue** to proceed with this reservation option. To return to the reservation options, click **Cancel**.

Space dashboard

open-mic-night

Reservations

Space Preferences

User Roles

Space Access

Information Board

Banned Users

Shut Down or Delete

Riley

Calculate Cost

Space capacity: 50

Time Zone: (GMT-5:00) Central Time

Note that this subscription auto-renews 30 days from the start date, and you will be automatically billed.

Start subscription today:

Start: 4/1/22, 12:00 AM

Discount code:

\$7 x 50 users x 1 month \$350.00

Total: \$350.00 USD

Cancel Continue

For a Monthly subscription, you can leave as is to start today, or select a specific Start date and time (no End date or time).

Note: Your Monthly reservation is **auto-renewed** every 30 days according to the Start date selected. If you cancel, you will still have access to all subscription features until the end of your current subscription period.

How do I plan an event in a Space with a monthly subscription?

If you want to host an event in a Space with a subscription, you'll need to make a reservation *on top of your subscription*. Head to the [Space dashboard](#) and select **Reservations**. If your event is 2 hours or less, select the **2-Hour** plan. If the event is for more than 2 hours, choose the **Per Day** plan. For your Space capacity, enter the *maximum total number of people* you expect to be in the Space at the same time. Specify your Start and End date and time. Complete your reservation.

Example

You're the Admin of your team's Gather remote work Space. Your Space has a monthly subscription for 45 people. You want to host an after-hours trivia party from 7 to 10 pm next week for your team and their partners, and you think at least 80 people will come. To do this, you go to your Space dashboard and select the Per Day plan, and enter a Space capacity of 80 for 7 to 10 pm next week.

Just prior to the start time of your event, Gather increases the server resources for your Space. Between 7 and 10 pm, up to 80 people can successfully enter your Space and have a wonderful time playing trivia together. After 10 pm, Gather returns your Space returns back to its regular allocation of resources for 45 people.

What if...

What if only 60 people show up? Unfortunately, you can't decrease the size of your reservation during the event.

What if 100 people show up?! Once your Space hits the capacity for the event, new people won't be able to enter the Space because it's full. (Read more about creating [custom instructions](#) for guests in case this happens.) If people tell you they can't get in, and you see your participant list is already at 80, you can always go to your dashboard and edit your event reservation to [increase the size](#).

How do I make a reservation for a 500+ event?

To increase stability and improve the user experience, Gather Space reservations are capped at a maximum capacity of 500 users. Events with more than 500 attendees can absolutely still happen—they will just have to be divided across separate Spaces with portals connecting the separate Spaces.

If you need a reservation for a 500+ event, we'd love to help you out—just [contact us](#).

Tip: Want a seamless experience for your 500+ event? Work with a Gather Service Partner! Check out our list of approved vendors at <https://gather.town/partners>.

Do you offer discounts?

We offer a 30% discount for non-profits and academic institutions, and we offer sponsorships to approved non-profits and open-source organizations. Please [reach out to us](#) about your eligibility.

Dynamic Pricing Calculator

Unsure how much your event may cost? Pricing structure a little confusing?

You can calculate exactly how much your event may cost using our [Dynamic Pricing Calculator](#) located on our pricing page!
