

Why can't I delete an attendee record (and can I undo this action)?

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You **cannot** undo deletion of an attendee record. Rather than deleting, you may want to consider anonymizing a contact or canceling items on their record.

Remember, you can also use the "Replace Attendee" function (in Attendee Tools), for example if the original guest can't attend but someone else is coming in their place.

Once an attendee record has been deleted, restoring it may not be possible and is a complex task that incurs data recovery costs. Please contact Support for more information.

Sometimes, you need to delete an attendee record. However, safeguards prevent you from doing this if there are linked records or outstanding payments or refunds.

1. You need to cancel any outstanding financial transactions (payments or refunds) before you can delete an attendee record. Check with your accounts department as it may be better to cancel all items but retain the attendee record.
2. You also can't delete a contact if they're linked to a group or another record (for example as a 'guest of' another contact). You first need to cancel or unlink the group/linked records.

To unlink from a group

Go into the Attendee record and select the Link icon (in Actions on the right).



(This button is for group linking or unlinking).

The Linking panel shows you if an attendee is a **Group Contact** (leader) or is **linked to a Group** (is a group member).

The screenshot shows the 'Linking' modal in the eventsair system. The modal title is 'Linking'. Under 'Linking Option', there are three radio buttons: 'This Contact is not linked', 'This Contact is a Group Contact' (which is selected), and 'This Contact is linked to a Group'. The 'Group Name' dropdown is set to 'Women in Education'. There is a 'Custom Fields' button and a 'Please select...' dropdown. A 'Save' button is at the bottom right. Below the options is a table of 'Linked Contacts'.

ID	NAME	ORGANIZATION	ADDRESS	CITY	STATE	COUNTRY	PHONE	EMAIL
593	ACTON, NAOMI	Women in Education				ZIMBABWE		ACTON.NAOMI@fakem...
574	BLAKE, SANDRA	Women in Education				AUSTRALIA		SANDRA.BLAKE@fak...
577	VASHNIT, LILIANA	Women in Education				NEW ZEALA...		VASHNIT.LILIANA@fak...
580	Atkins, Shayla	Women in Education				FINLAND		ATKINS.SHAYLA@fak...
581	BERTINATO, MARY	Women in Education				ITALY		BERTINATO.MARY@fak...
590	AMMELER, ANNE	Women in Education				FINLAND		AMMELER.ANNE@fak...

Before deleting an attendee, you need to **unlink** them (select **This Contact is not linked**, then **Save**).

A Group Leader (Group Contact) can't be deleted unless another person has replaced them as Group Contact (or there are no longer any group members).

To cancel items on an attendee record

Where there are no outstanding financial transactions and no group or other guest links, you can cancel items (such as registration or accommodation) using the Attendee Tools icon (spanner / wrench).



(Found in Attendee Actions – right-hand side).

On the Tools screen, select **“Cancel Attendee”**, and then at the next screen, **“Cancel all module items for this attendee”**.

Attendee tools



- ★ **Cancel Attendee** Cancel items on this attendee.
- ★ **Name Badge** Print a name badge for this attendee
- ★ **Online Activity Log** View attendees online activity including Interactive Sites, Mobile Apps and App Store.
- ★ **PDF Merge Doc** Create a PDF Merge Doc for this attendee
- ★ **Replace Attendee** Easily replace an attendee with another contact including all of the module information and financials
- ★ **Site Auto Login** Easily access links with the Auto Login Token for this contact

If the person is sharing a room or the cost of a room has been split, you'd need to unlink these items also.

To delete a 'guest of' contact record

If the contact is somebody's guest, and has a function fee payment status of "Guest of..." [another contact], the deletion won't be successful.

Functions

Details **Guests** Itinerary Tax Table Allocation

Function*	Gala Dinner	▼
Fee Type*	Guest	75.00 ▼
Number of Tickets*	1	
Payment Status*	Guest Of	▼ Mrs Emily Appleseed (ID: 15)

Go to the main booking contact (the name that appears after "Guest of...").

Then, select the Functions item where the Guest tickets are recorded (ideally, you've set this up as a Function Fee Type called Guest Ticket or similar).

□

In this item, reduce the number of guest tickets purchased (for example, from 4 to 2, if you only need 2 guest tickets now and want to delete two guest records).

Functions

Details Guests Itinerary Tax Table Allocation

Function* Gala Dinner

Fee Type* Guest Ticket 50.00

Number of Tickets* 2 50 remaining

When you reduce the number of guest tickets, EventsAir will assume you want to keep the first guest(s) on your list and cancel the rest.

But if you want to cancel (let's say) Guests 1 and 3 only, use the "Guests" tab to edit guest names as needed.

Drama, Major Teenage ID 32

Functions

Details **Guests** Itinerary Tax Table Allocation

ID	Title	First Name	Last Name	Organization	Position	Email Address	TBC
0 32	Major	Teenage	Drama				<input checked="" type="checkbox"/> Booking Contact Only
1 35		Example Guest	One			education@eventsair.cor	<input type="button" value="New"/> <input type="button" value="Search"/>
2 33		Example Guest	Three			education@eventsair.cor	<input type="button" value="New"/> <input type="button" value="Search"/>

You can search for existing contacts, and/or add new contacts to fill the required guest slots. (The first name under the Guests tab is the booking contact.)

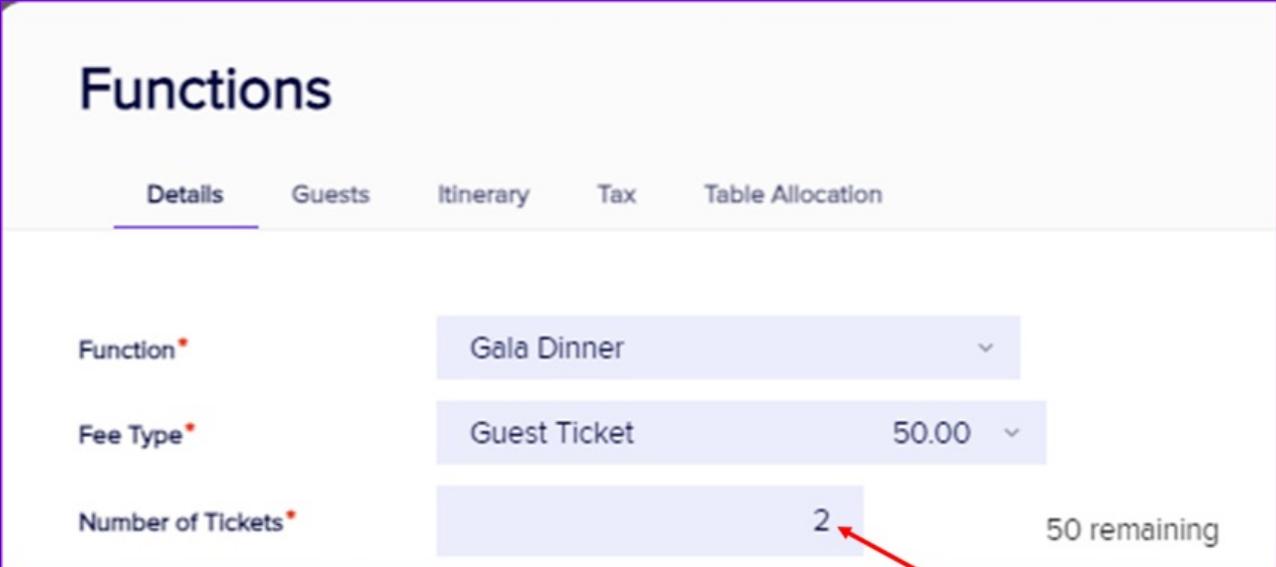
This process will cancel and re-book the items to correctly reflect the new guest ticket list. You should then be able to

delete the contact record for the guest(s) who is (are) no longer attending.

Removing guest tickets from the main booking contact and all their guests

Go to the main booking contact record.

Go into the Function item with the guest tickets and change the number of guest tickets to zero.



The screenshot shows a web interface titled "Functions" with tabs for "Details", "Guests", "Itinerary", "Tax", and "Table Allocation". The "Details" tab is active. It displays three fields: "Function" with a dropdown menu showing "Gala Dinner", "Fee Type" with a dropdown menu showing "Guest Ticket" and a price of "50.00", and "Number of Tickets" with a text input field containing the number "2". To the right of the "Number of Tickets" field, it says "50 remaining". A red arrow points to the "2" in the input field.

Under the Guests tab, on the top row Untick "Booking Contact Only".

Click Save.

You should then be able to delete the main record and guests (providing there are no other links or outstanding financial items).

To delete an attendee record:

Click the Trashcan Icon (for "Delete") under Actions



If appropriate to your business processes, select:

“Remove — permanently delete all personal and non-personal data”.

Then select START.

Delete attendee data

DETAILS

	REQUIRED	OUTSTANDING	
<input checked="" type="checkbox"/> Industry			✓
<input checked="" type="checkbox"/> Will you require accommodation?			✓
<input checked="" type="checkbox"/> Years in Leadership Role			✓
No credit note due			✓
No refund due			✓
No group members			✓
<input checked="" type="checkbox"/> Early Bird Registration	Purchase	450.00	450.00 ✓
<input checked="" type="checkbox"/> Evening Networking Drinks - Attending	Inclusive	0.00	0.00 ✓

Delete Options

- Remove - permanently delete all personal and non-personal data
- Anonymize - replace name with "Attendee75", permanently delete personal data and retain non-personal data for reporting and financial history
- Advise third party processors to remove personal data

Cancel Start

When prompted, type the word “DELETE”, and select the DELETE button.

Delete Contact

You are about to permanently Remove GEORGE ABBOTT (ID: 75) from the database.

Enter "DELETE" to confirm

Delete Don't Delete Cancel

□

These extra steps are there to ensure you're completely certain that you want to remove ALL information associated with this attendee record (including data processing logs and financial information). If you're unsure, don't proceed with the deletion.