SIGNIVENT

Venues, rooms and hotels

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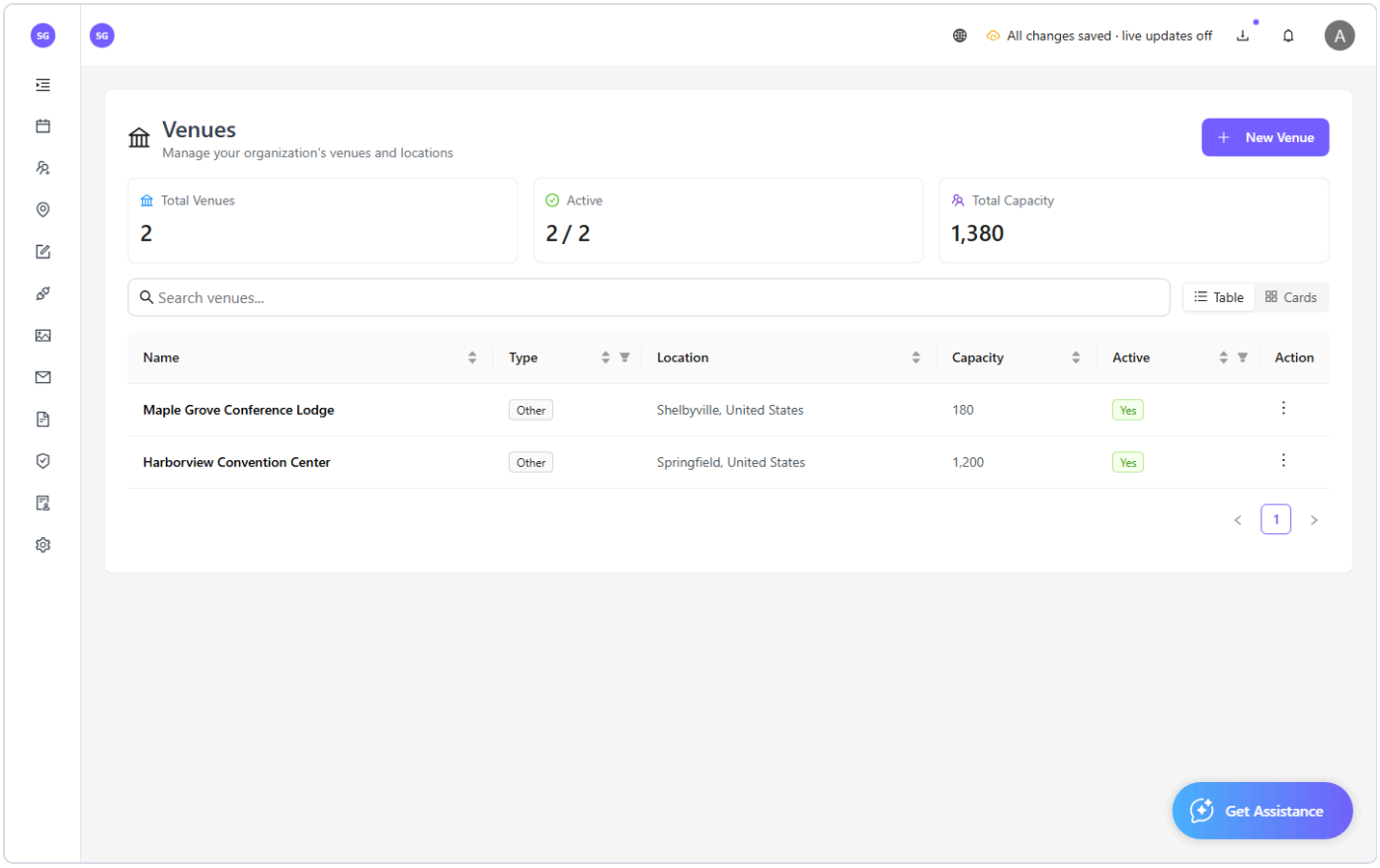
Venues and hotels are shared by every event in your organization, so you set them up once and pick them when you create an event. Both live under **Locations** in the organization sidebar: **Venues** and **Hotel Directory**. Rooms belong to a venue but are added from inside an event, under **Venue > Rooms**.

Setup at a glance

Step	Where	Required?	What it does
Add a venue	Locations > Venues > New Venue	Required for in-person and hybrid events	The address prints on the event page, tickets and visa letters
Pick the venue for an event	New Event wizard, Location step	Required for in-person and hybrid events	Links the event to the venue
Add rooms	Event > Venue > Rooms > New Room	Optional	Rooms can be assigned to sessions, speakers and activities
Add floors	Venues > a venue > Floors	Optional	Groups rooms and floor plans by level
Add hotels	Locations > Hotel Directory > Add hotel	Optional	Hotels you can attach to events for housing

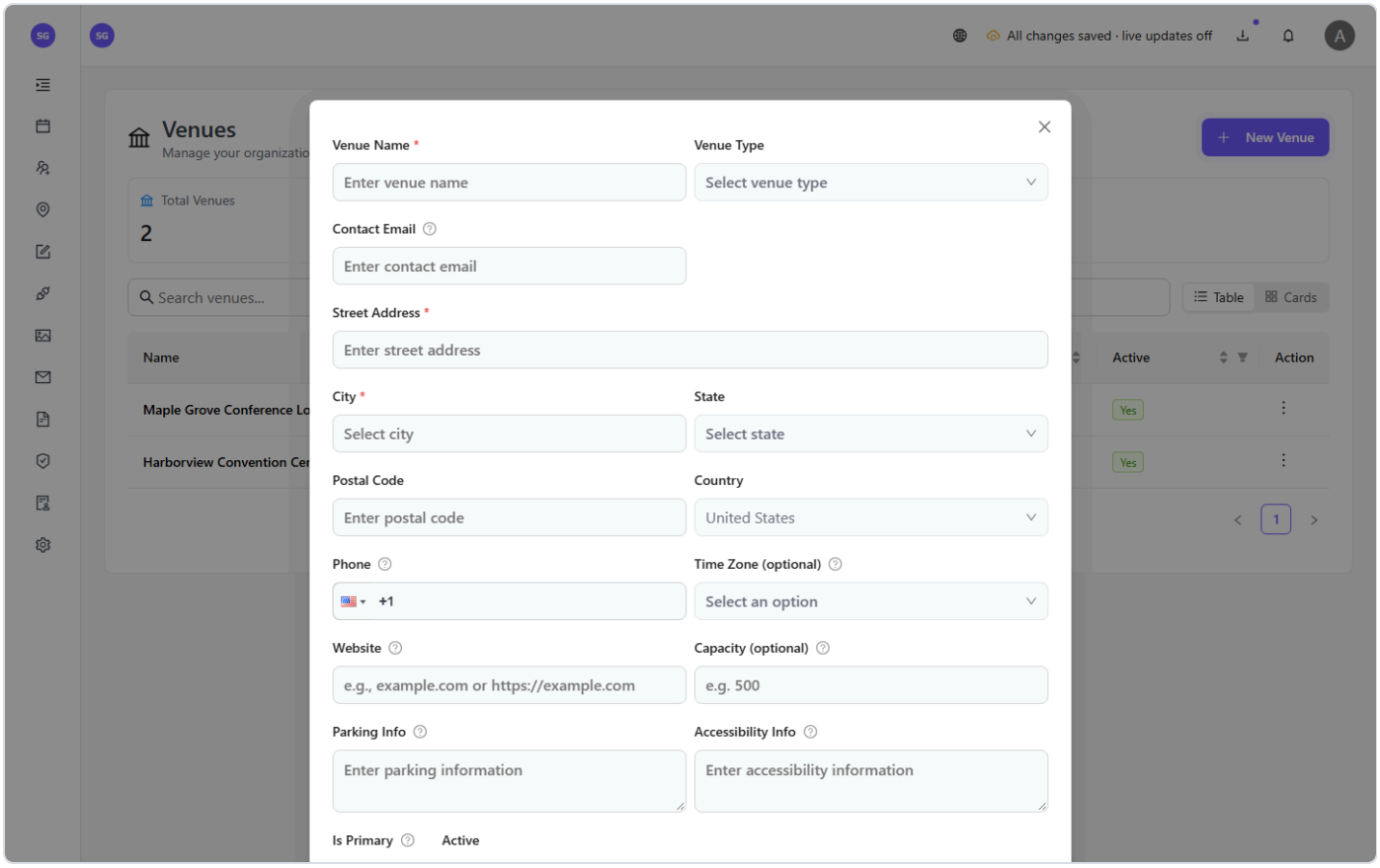
Add a venue

1. In the sidebar, open **Locations > Venues**. The page shows how many venues you have, how many are active and their total capacity.



The Venues page: totals at the top, then each venue with type, location, capacity and whether it is active

2. Click **New Venue**.
3. Fill in **Venue Name**, **Street Address** and **City** (required), then anything else you know: venue type, contact email, state, postal code, country, phone, time zone, website, **Capacity** (how many people the venue holds), parking and accessibility notes.
4. Leave **Active** on. Turn on **Is Primary** for the venue you use most.
5. Click **Submit**.



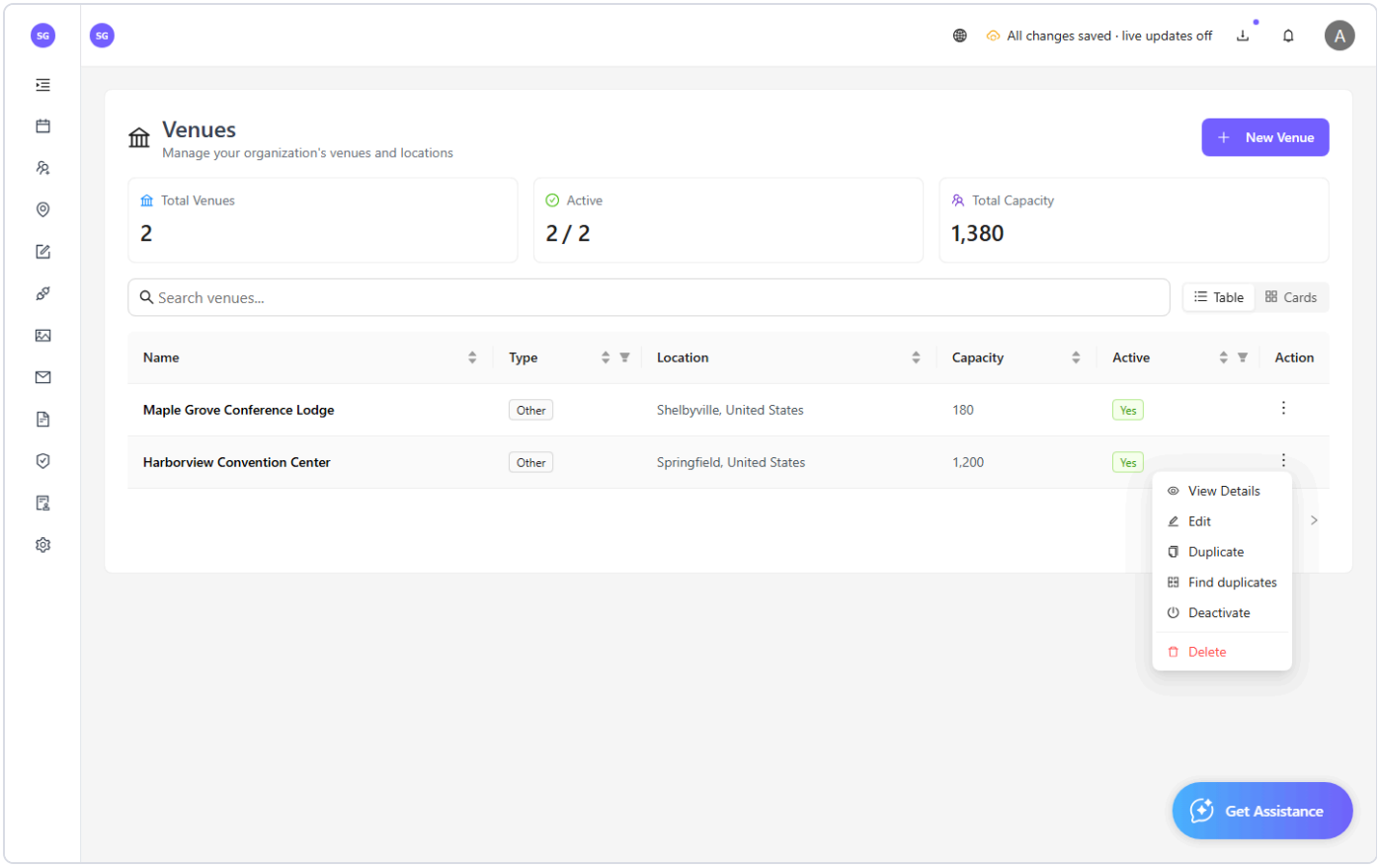
The New Venue form with name, type, contact email, address, phone, time zone, website, capacity, parking and accessibility fields

Set the **Time Zone** so event times show correctly for people in other zones. You can also add a venue without leaving the New Event wizard: click **Add venue** in its Location step.

Manage venues

Each venue row has a menu (the three dots) with:

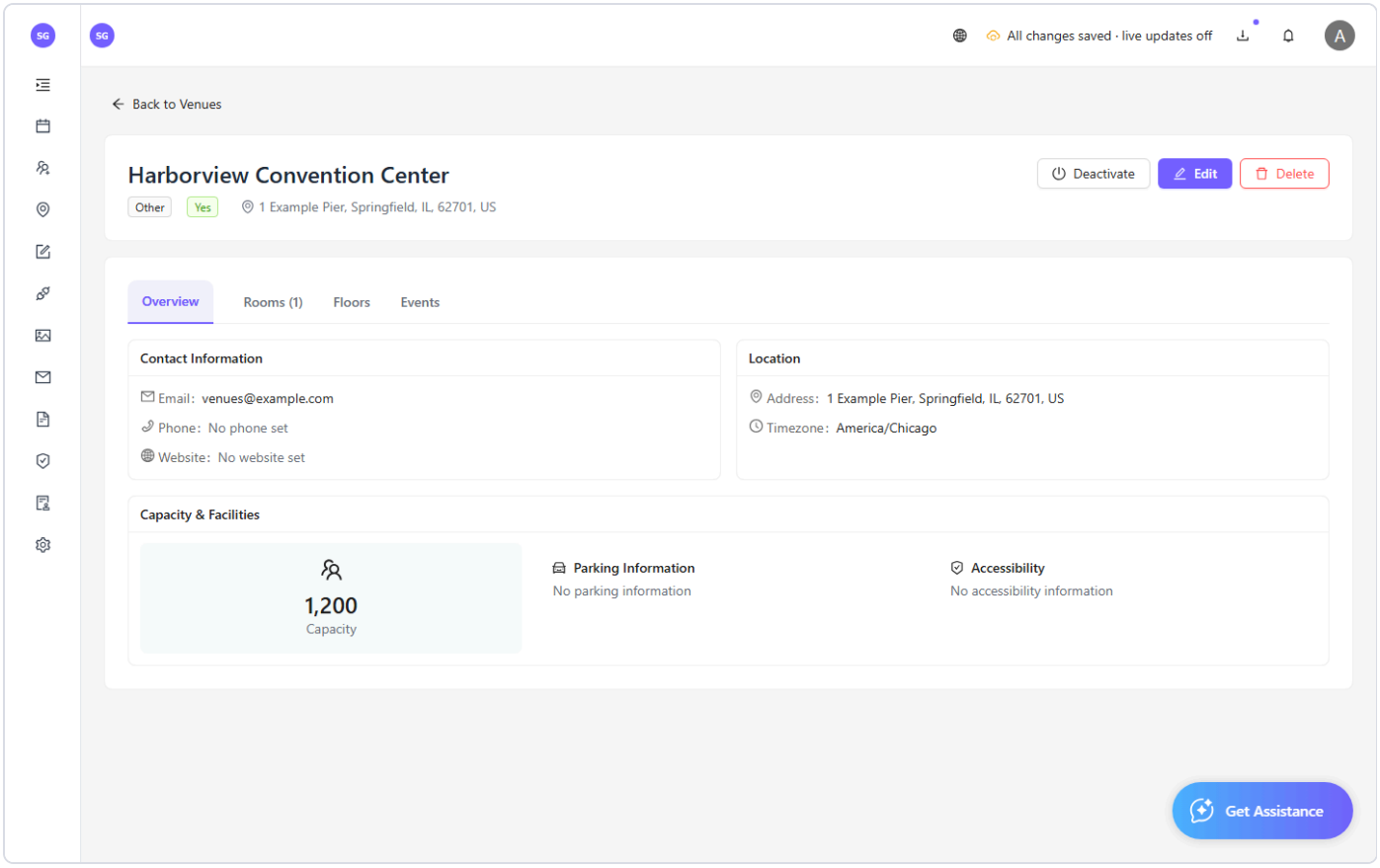
- **View Details** opens the venue page.
- **Edit** changes any field.
- **Duplicate** opens the form pre-filled, for a second building with similar details.
- **Find duplicates** lists venues with the same name and city. Merging one into this venue moves its rooms, floors, layouts and event links here and deletes the duplicate.
- **Deactivate** marks the venue inactive without deleting it, so the Active count shows which venues you still use. **Activate** brings it back.
- **Delete** removes it.



The venue actions menu: View Details, Edit, Duplicate, Find duplicates, Deactivate and Delete

Use **Table** or **Cards** to change the view, and the search box to find a venue by name.

The venue page shows the contact details, address, time zone and capacity on **Overview**, with tabs for **Rooms** and **Floors**.

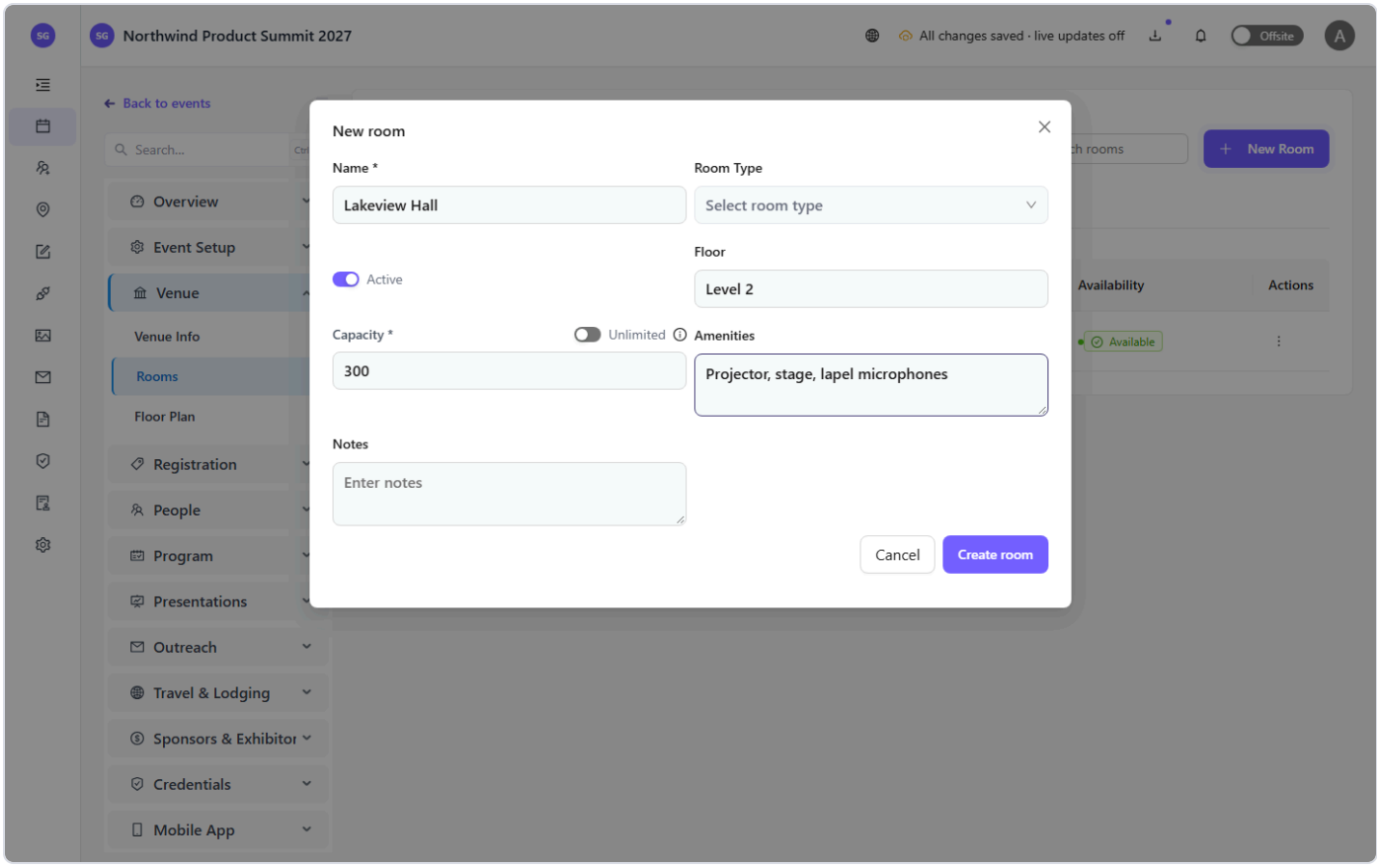


A venue page: Overview with contact information, location and time zone, and capacity and facilities

Add rooms

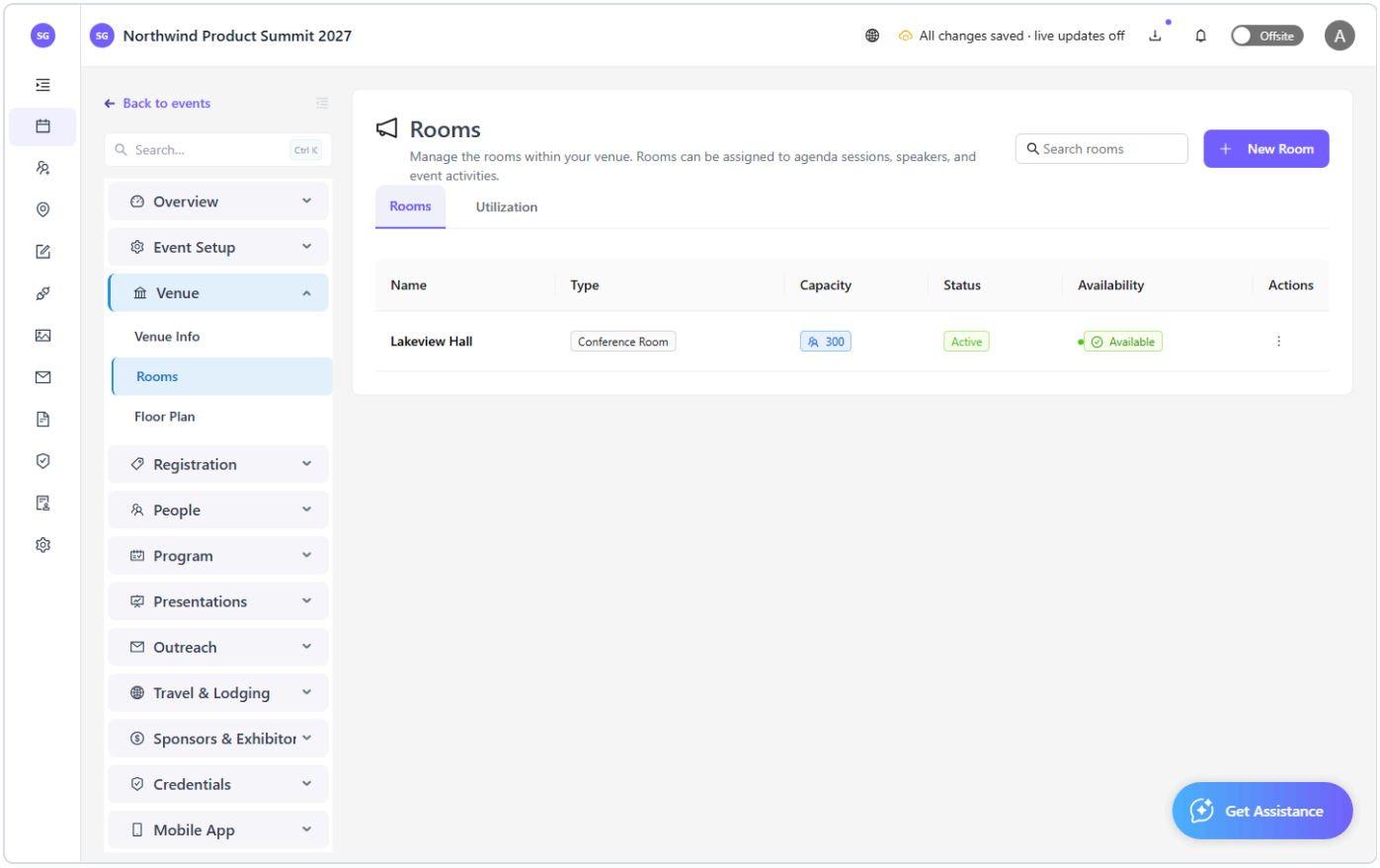
Rooms are added from an event that uses the venue, and then appear on the venue for every later event.

1. Open the event and go to **Venue** > **Rooms** in its menu.
2. Click **New Room**.
3. Enter the **Name** and the **Capacity** (or switch on **Unlimited**). Add the room type, floor, amenities and notes if you like.
4. Click **Create room**.



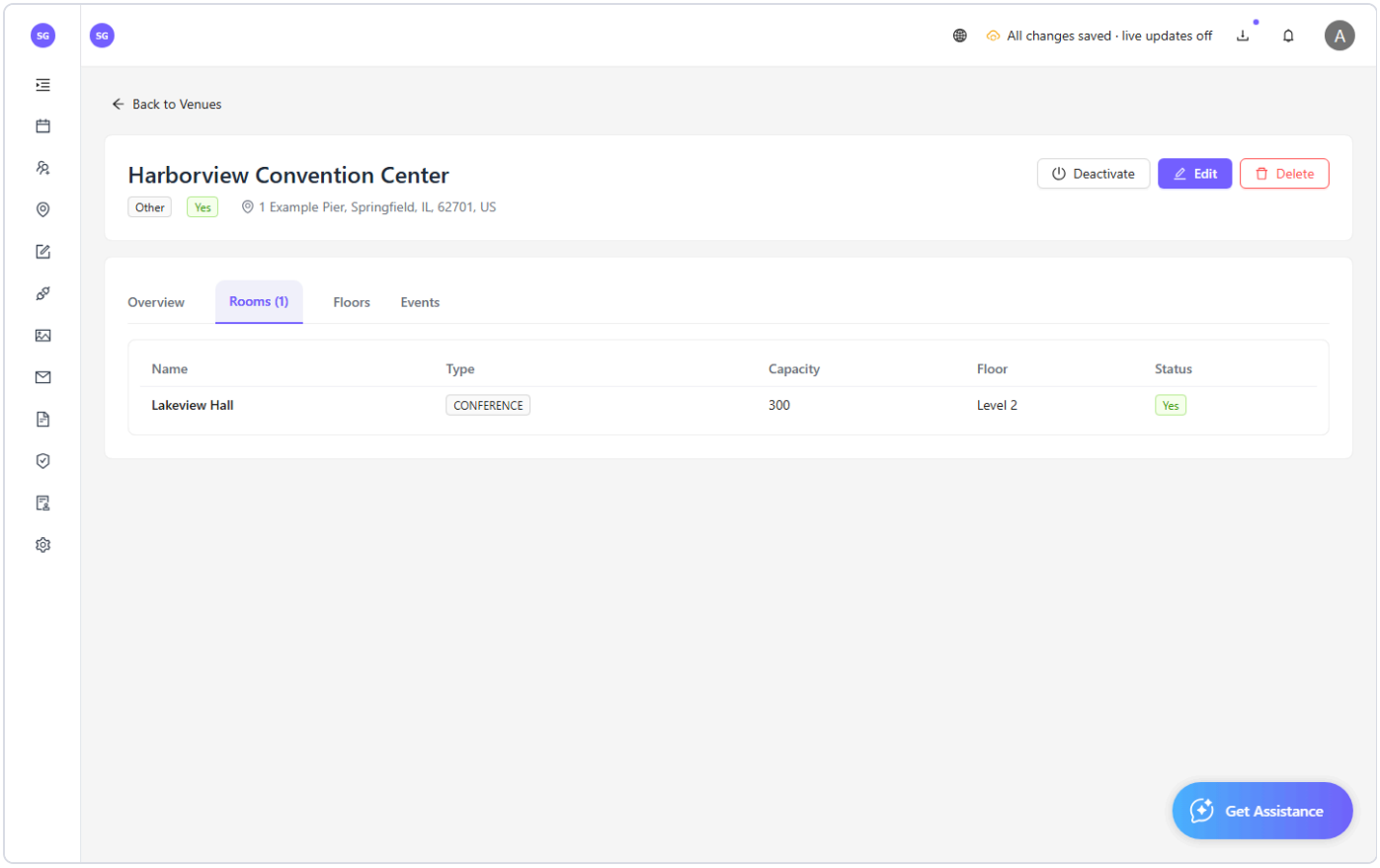
The New room form: name, room type, active switch, floor, capacity, amenities and notes

The room is listed with its type, capacity, status and availability. The **Utilization** tab shows how much each room is booked by sessions.



The event's Rooms page with one room, Lakeview Hall, capacity 300, active and available

Back on **Locations** > **Venues**, the venue's **Rooms** tab now lists the room with its floor.

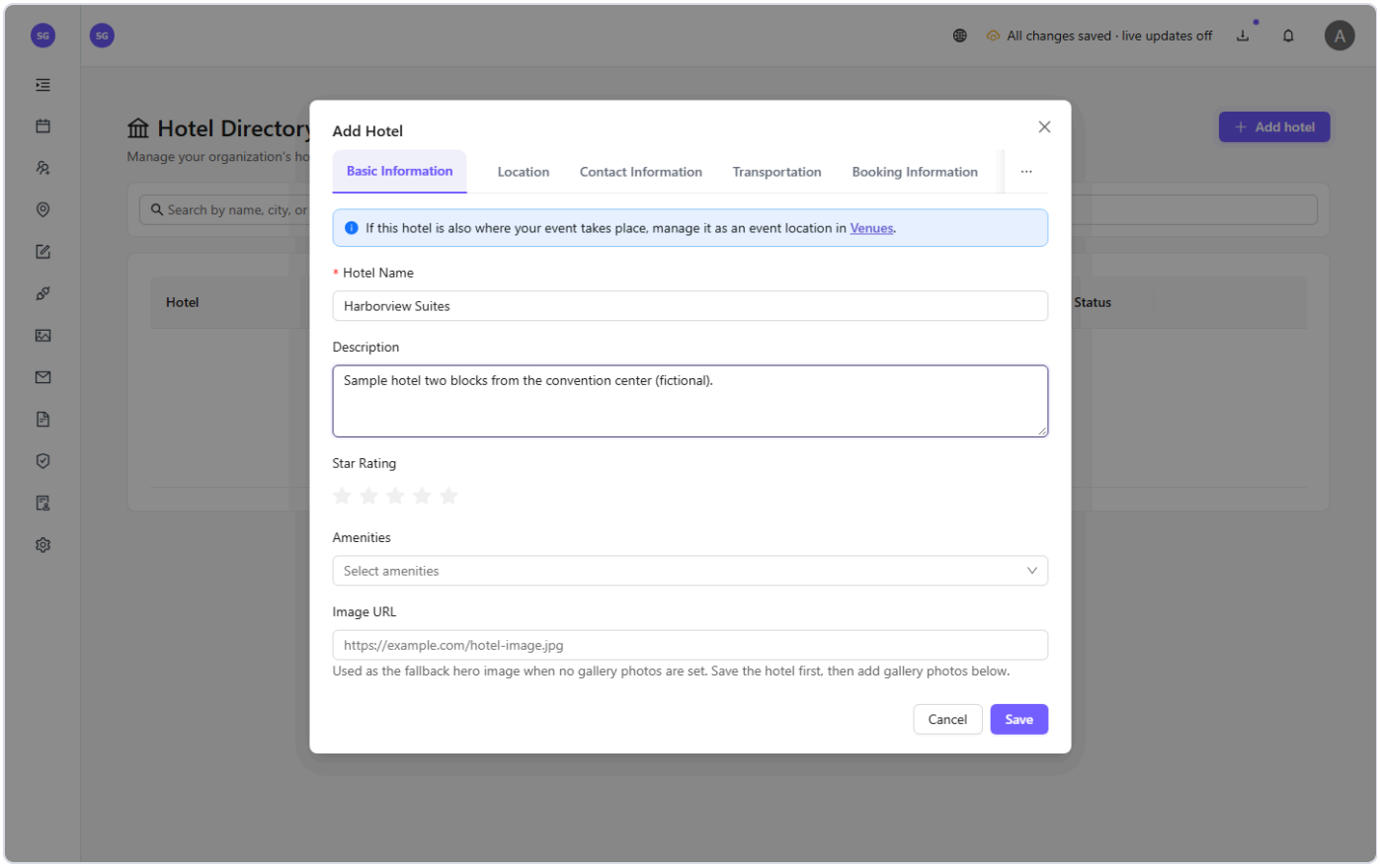


The venue's Rooms tab listing Lakeview Hall with type, capacity, floor and status

To lay rooms out by level, open the venue's **Floors** tab and click **Add floor**.

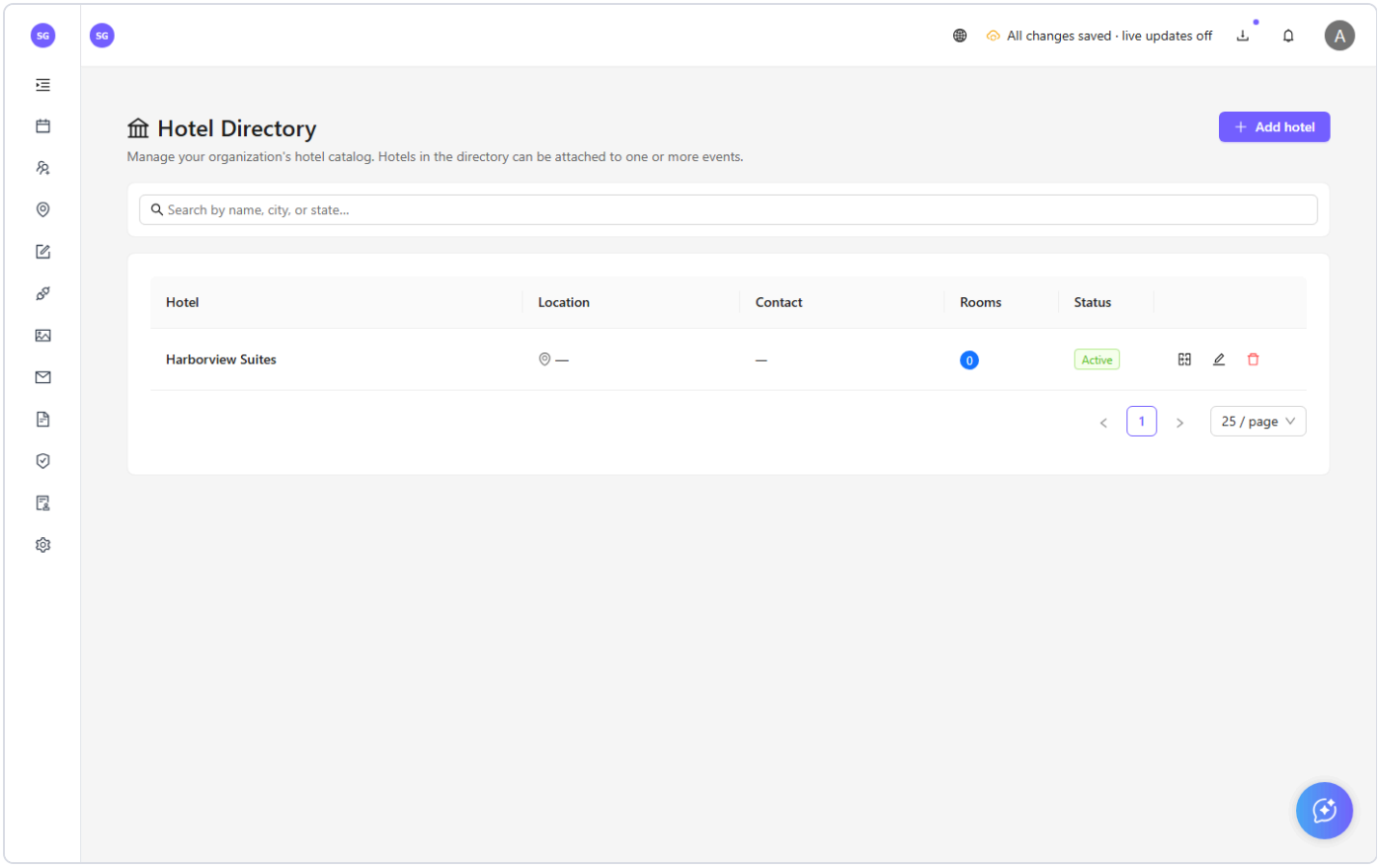
Build the hotel directory

1. Open **Locations** > **Hotel Directory**.
2. Click **Add hotel**.
3. Enter the **Hotel Name** (required) and a description. The other tabs hold the location, contact information, transportation, booking information and settings.
4. Click **Save**.



The Add Hotel form on its Basic Information tab

The hotel appears in the directory with its location, contact, number of room types and status. Use the icons on the row to manage room types, edit or delete it. Attach hotels to an event from the event's **Travel & Lodging** menu.



The Hotel Directory with one hotel, Harborview Suites, active

If the hotel is also where the event itself takes place, add it under **Venues** instead, so it can hold rooms and appear as the event location.

Who can do this

Organization admins manage venues and hotels. Event staff with access to an event can add its rooms.

Troubleshooting

You see	Why	Fix
The venue page has no Add room button	Rooms are added from an event	Open an event at that venue, then Venue > Rooms > New Room
Failed to create room: the fields event, name must make a unique set	The event already has a room with that name	Use a different name, or edit the existing room
Two venues with the same name	It was added twice	Venue menu > Find duplicates, then merge
Locations > Rooms opens the Events page	Rooms belong to events	Open an event, then Venue > Rooms