

# Visual Seating Chart — Organizer Guide

This guide is for event organizers. It explains how to set up and use the visual seating chart so your customers can choose their own seats when booking.

## What is the visual seating chart?

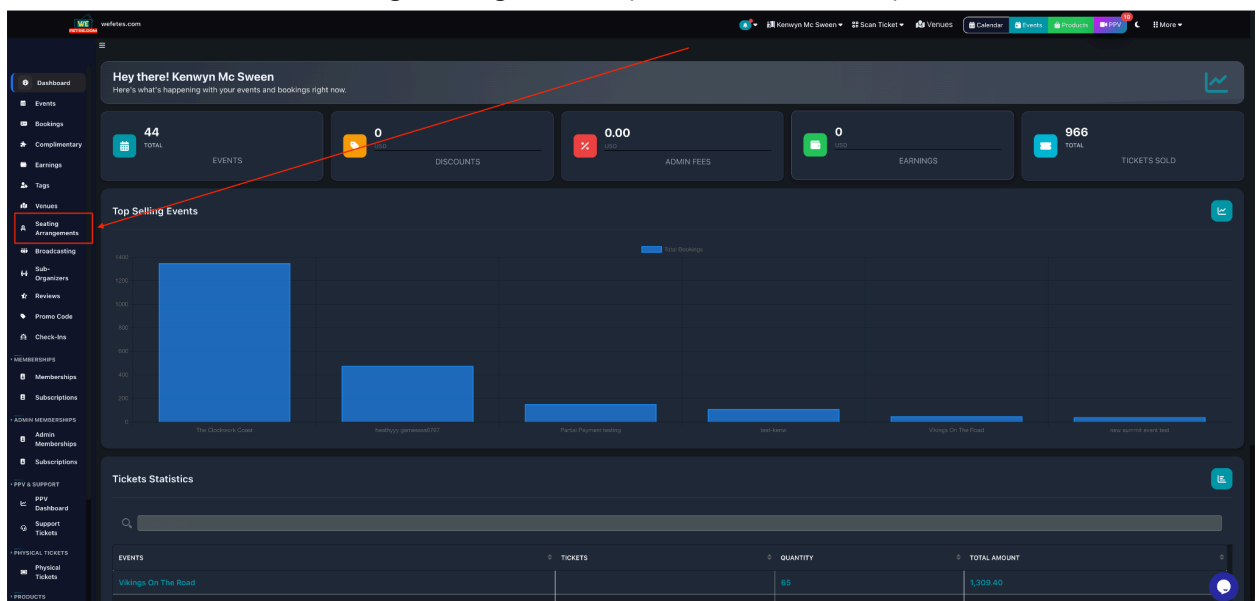
The visual seating chart lets you define your venue layout using sections and rows (for example: “Section 1”, “VIP”, with rows A, B, C and a number of seats per row). Customers then see this same chart when booking and click to select their seats.

- One chart per event — All ticket types share the same layout.
- You decide which sections belong to which ticket (e.g. VIP ticket → Section 1 and Section 2).
- You can reuse the same seating arrangement for multiple events.

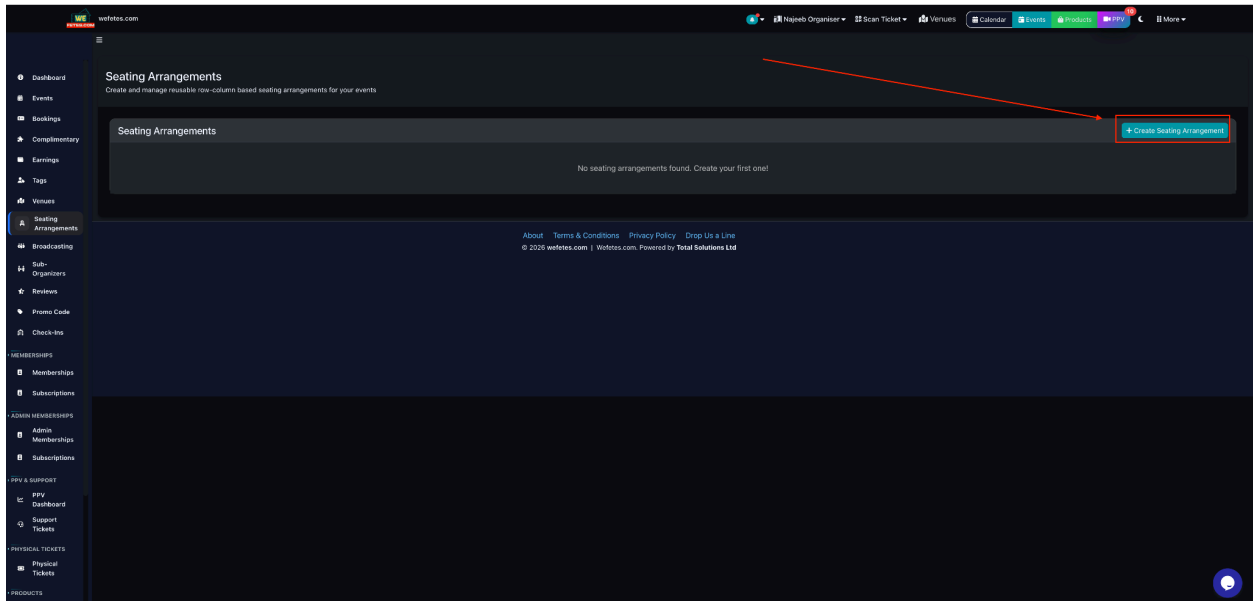
## Step 1: Create a seating arrangement

A seating arrangement is a reusable template (sections + rows). You create it once and can use it for any event.

1. Go to Dashboard → Seating Arrangements (from the left menu).



2. Click Create or New seating arrangement.



3. Enter a name (e.g. “Main Hall” or “Theater Layout”). The name must be unique for your account (other organizers can use the same name for their own arrangements).

### Create Seating Arrangement

Name \*  Description

Chart width (px)  Chart height (px)

Sections

No sections added yet. Click "Add Section" to start.

Total Sections: 0      Total Rows: 0      Total Seats: 0

4. Optionally add a description.

### Create Seating Arrangement

Name <sup>\*</sup>

Main Hall

Description

Spread over about 63 acres, the stadium has four main entry points, integrated

Chart width (px) 2400 Chart height (px) 1600 [Set to max](#)

[Sections](#) [Visual Editor](#)

Sections [+ Add Section](#)

No sections added yet. Click "Add Section" to start.

Total Sections: 0 Total Rows: 0 Total Seats: 0

[Cancel](#) [Save Changes](#)

5. Add sections (e.g. "Section 1", "VIP", "Balcony"):
  - Section name
  - Section Color (for the chart)

## Create Seating Arrangement



Name \*

Main Hall

Description

Normal booking Add on seating cart -> visual -> book Seating chart google of

Chart width (px)

2400

Chart height (px)

1600

Set to max

Sections

Visual Editor

Sections

+ Add Section

No sections added yet. Click "Add Section" to start.

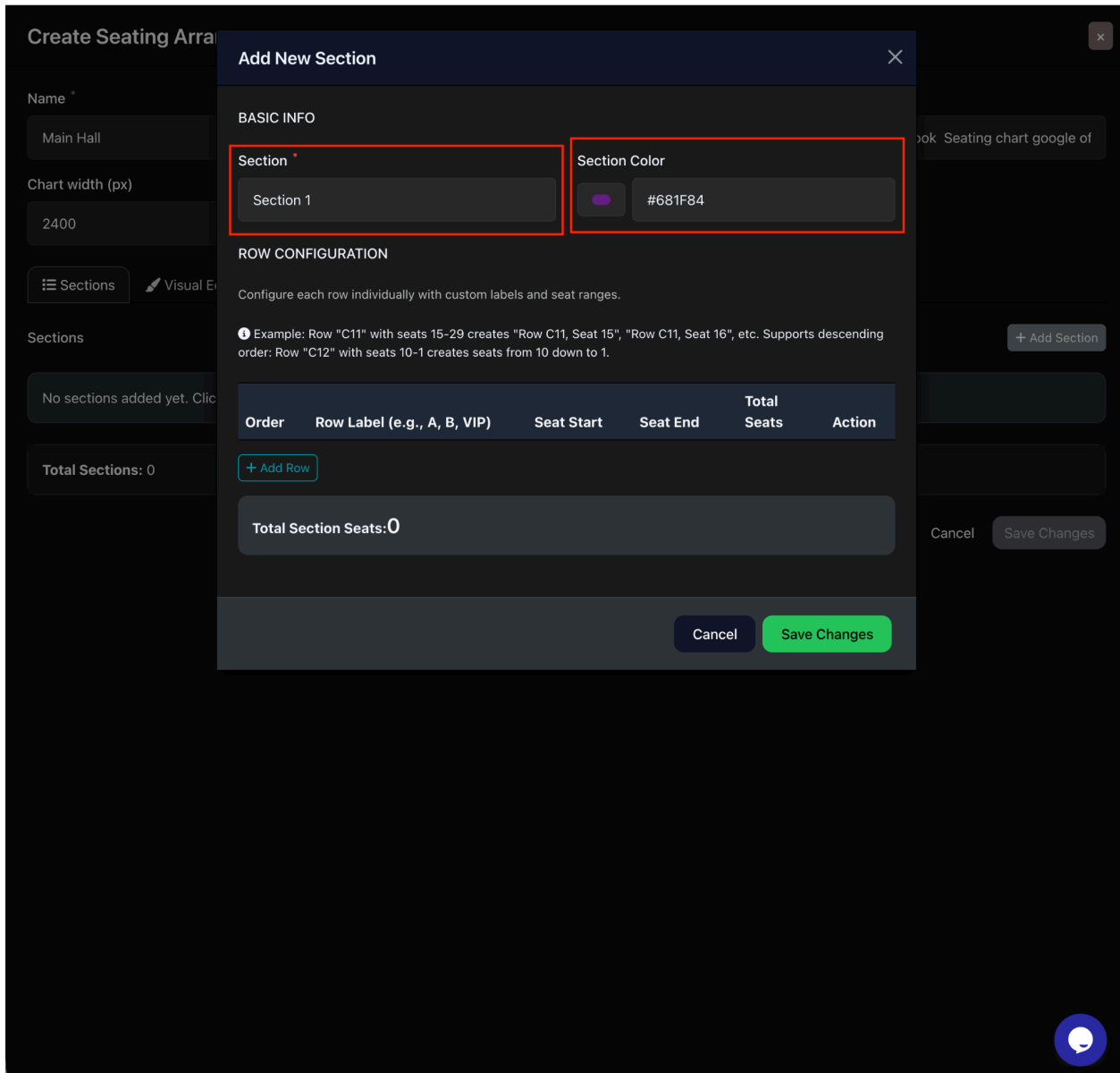
Total Sections: 0

Total Rows: 0

Total Seats: 0

Cancel

Save Changes



6. For each section, add rows:
  - Row label (e.g. A, B, 1, 2)
  - Number of seats in that row (or start/end seat numbers)
  - Position on the canvas if you drag sections around

## Create Seating Arrangement

Name \*

Main Hall

Chart width (px)

2400

Sections

Visual Editor

Sections

No sections added yet. Click here to add a section.

Total Sections: 0

### Add New Section

#### BASIC INFO

Section \*

Section 1

Section Color



#681F84

#### ROW CONFIGURATION

Configure each row individually with custom labels and seat ranges.

Example: Row "C11" with seats 15-29 creates "Row C11, Seat 15", "Row C11, Seat 16", etc. Supports descending order: Row "C12" with seats 10-1 creates seats from 10 down to 1.

Order	Row Label (e.g., A, B, VIP)	Seat Start	Seat End	Total Seats	Action
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+ Add Row

Total Section Seats: 0

Cancel

Save Changes



## Create Seating Arrangement

Name \*

Main Hall

Chart width (px)

2400

Sections

Visual Editor

Sections

No sections added yet. Click here to add a section.

Total Sections: 0

### Add New Section

#### BASIC INFO

Section \*

Section 1

Section Color



#681F84

#### ROW CONFIGURATION

Configure each row individually with custom labels and seat ranges.

Example: Row "C11" with seats 15-29 creates "Row C11, Seat 15", "Row C11, Seat 16", etc. Supports descending order: Row "C12" with seats 10-1 creates seats from 10 down to 1.

Order	Row Label (e.g., A, B, VIP)	Seat Start	Seat End	Total Seats	Action
1	A	1	20	20	
2	B	1	40	40	
3	C	1	60	60	

+ Add Row

Total Section Seats: 120

Cancel

Save Changes

## Create Seating Arrangement

Name: Main Hall Description: Normal booking Add on seating cart -> visual -> book Seating chart google c

Chart width (px): 2400 Chart height (px): 1600 Set to max

Sections Visual Editor

**Tips:** Click section to edit - Click object twice to edit - In Objects mode: right-click on the chart to add an object - Drag to reposition - Drag orange circle to rotate - Press Delete to remove - Use zoom buttons or scroll/pinch to zoom - Drag background to pan

**Chart Boundary:** Build your chart within the dashed boundary box. Drag the edges to resize it to match your venue dimensions.

Seating Objects Delete 100% Search Refresh

**Section 1**

A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																																			
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40															
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55

120 Total Seats

**Section 2**

C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																				
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

60 Total Seats

Total Sections: 2 Total Rows: 5 Total Seats: 180

7. You can also add objects (such as tables, stage, decorations, etc.) to represent the layout structure — these elements are for visual reference only and will not be treated as selectable seats.

Additionally, when the user right-clicks on the seating chart, they will have the option to create and place such objects on the layout.

# Create Seating Arrangement



Chart width (px)

2400

Chart height (px)

1600

Set to max

Sections

Visual Editor

**Tips:** Click section to edit - Click object twice to edit - In Objects mode: right-click on the chart to add an object - Drag to reposition - Drag orange circle to rotate - Press Delete to remove - Use zoom buttons or scroll/pinch to zoom - Drag background to pan

**Chart Boundary:** Build your chart within the dashed boundary box. Drag the edges to resize it to match your venue dimensions.

Seating

Objects

Delete

90%

Search

Refresh

**Section 1**

A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																																								
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40																				
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60

120 Total Seats

**Section 2**

C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																				
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

60 Total Seats

Total Sections: 2

Total Rows: 5

Total Seats: 180

Cancel

Save Changes



# Create Seating Arrangement



Chart width (px)

2400

Chart height (px)

1600

Set to max

Sections

Visual Editor

Tips: Click section to edit - Click object twice to edit - In Objects mode: right-click on the chart to add an object - Drag to reposition - Drag orange circle to rotate - Press Delete to remove - Use zoom buttons or scroll/pinch to zoom - Drag background to pan

Chart Boundary: Build your chart within the dashed boundary box. Drag the edges to resize it to match your venue dimensions.

Seating Objects

## Add Object

Object Type

Table

Name

e.g., Table 1, Stage 1

Width

Height

100

100

Cancel

Add

Section 1

A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20		
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22

Section 2

C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20		
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22

60 Total Seats

Total Sections: 2

Total Rows: 5

Total Seats: 180

Cancel

Save Changes



# Create Seating Arrangement

Chart width (px)

2400

Chart height (px)

1600

Set to max

Sections

Visual Editor

Tips: Click section to edit - Click object twice to edit - In Objects mode: right-click on the chart to add an object - Drag to reposition - Drag orange circle to rotate - Press Delete to remove - Use zoom buttons or scroll/pinch to zoom - Drag background to pan

Chart Boundary: Build your chart within the dashed boundary box. Drag the edges to resize it to match your venue dimensions.

Seating Objects

Delete 90%

Section 1

A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20			
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	2
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	2

Section 2

C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20		
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22

60 Total Seats

40 40 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60

Add Object

Object Type

- ✓ Table
- Round Table
- Stage
- Podium
- Bar
- Divider

Width: 100 Height: 100

Cancel Add

Total Sections: 2

Total Rows: 5

Total Seats: 180

Cancel

Save Changes

# Create Seating Arrangement

Chart width (px): 2400      Chart height (px): 1600      [Set to max](#)

Sections      **Visual Editor**

**Tips:** Click section to edit - Click object twice to edit - In Objects mode: right-click on the chart to add an object - Drag to reposition - Drag orange circle to rotate - Press Delete to remove - Use zoom buttons or scroll/pinch to zoom - Drag background to pan

**Chart Boundary:** Build your chart within the dashed boundary box. Drag the edges to resize it to match your venue dimensions.

Seating      **Objects**      Delete      60%      🔍      ↺

**Section 1** (120 Total Seats)

A	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																				
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

**Section 2** (60 Total Seats)

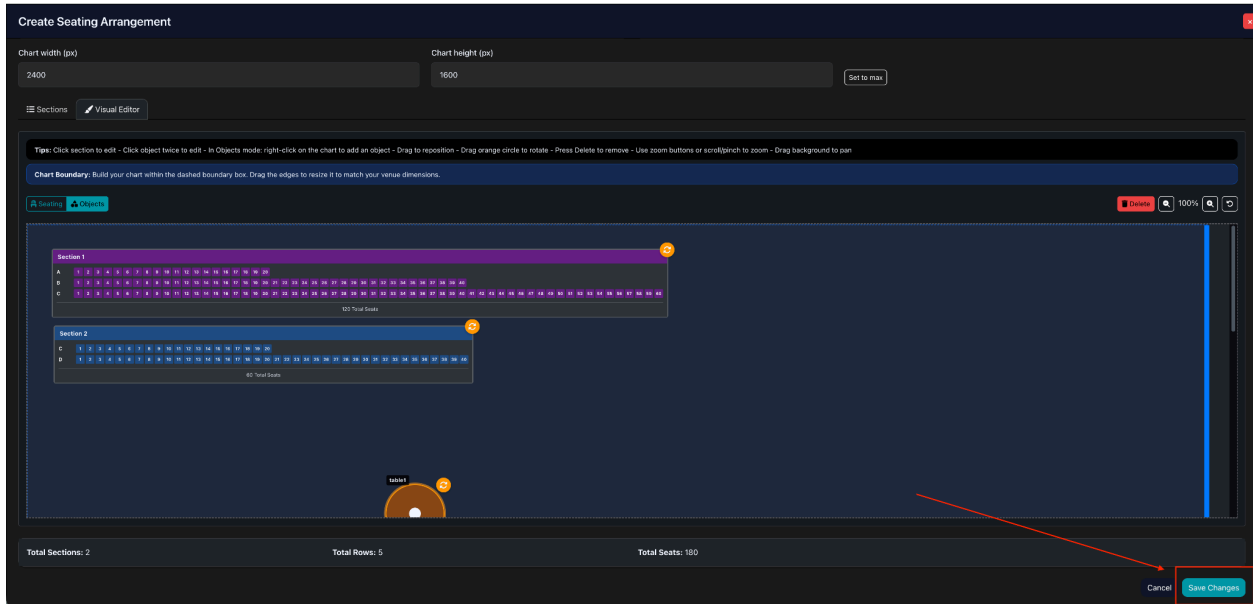
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20																				
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40

table

Total Sections: 2      Total Rows: 5      Total Seats: 180

Cancel      **Save Chart**

8. Save the arrangement.



You can come back later to edit or duplicate this arrangement.

## Step 2: Turn on reserved seating for your event

When creating or editing an event:

1. Find the Reserved seating or Seating Configuration.

Details ✓ Timings ✓ Tickets ✓ Location / PPV ✓ Media ✓ Partial Payment ✓ SEO Boost ✓

Publish ✓

### Ticket Management

Create and manage your event tickets

+ Create Ticket

**Raffle Ticket**  
Enable lottery-style ticket sales

Title	Price	QUANTITY	Actions
VIP	10.00 USD	100	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>
Genral	8.00 USD	200	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>

### Seating Configuration

**Seating Configuration**  
Configure visual or image-based seating charts

2. Enable seating configuration toggle.

## Ticket Management

Create and manage your event tickets

[+ Create Ticket](#)

**Raffle Ticket**

Enable lottery-style ticket sales

Title	Price	QUANTITY	Actions
VIP	10.00 USD	100	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>
Genral	8.00 USD	200	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>

### Seating Configuration

**Seating Configuration**

Configure visual or image-based seating charts

[Visual Seating Chart](#) [Image-based Seating Chart](#)

**Note:** The visual seating chart is shared across all ticket types for this event.

Select Seating Arrangement

Seating chart [+ Create New](#)

3. Select Seating chart type to Visual (row/column), not image.

**Ticket Management** + Create Ticket

Create and manage your event tickets

**Raffle Ticket**

Enable lottery-style ticket sales

Title	Price	QUANTITY	Actions
VIP	10.00 USD	100	<span>Membership</span> <span>Products</span> <span>Daywise Pricing</span> <span>Assign Scanners</span> <span>Edit</span> <span>Delete</span>
General	8.00 USD	200	<span>Membership</span> <span>Products</span> <span>Daywise Pricing</span> <span>Assign Scanners</span> <span>Edit</span> <span>Delete</span>

**Seating Configuration**

**Seating Configuration**

Configure visual or image-based seating charts

Visual Seating Chart Image-based Seating Chart

*Note: The visual seating chart is shared across all ticket types for this event.*

**Select Seating Arrangement**

Seating chart ▼ + Create New

4. In the Seating arrangement, select the arrangement you created in Step 1 (e.g. "Main Hall").

Publish 

## Ticket Management

[+ Create Ticket](#)

Create and manage your event tickets



### Raffle Ticket

Enable lottery-style ticket sales



Title	Price	QUANTITY	Actions
VIP	10.00 USD	100	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>
General	8.00 USD	200	<a href="#">Membership</a> <a href="#">Products</a> <a href="#">Daywise Pricing</a> <a href="#">Assign Scanners</a> <a href="#">Edit</a> <a href="#">Delete</a>

## Seating Configuration



### Seating Configuration

Configure visual or image-based seating charts



Visual Seating Chart



Image-based Seating Chart



Note: The visual seating chart is shared across all ticket types for this event.

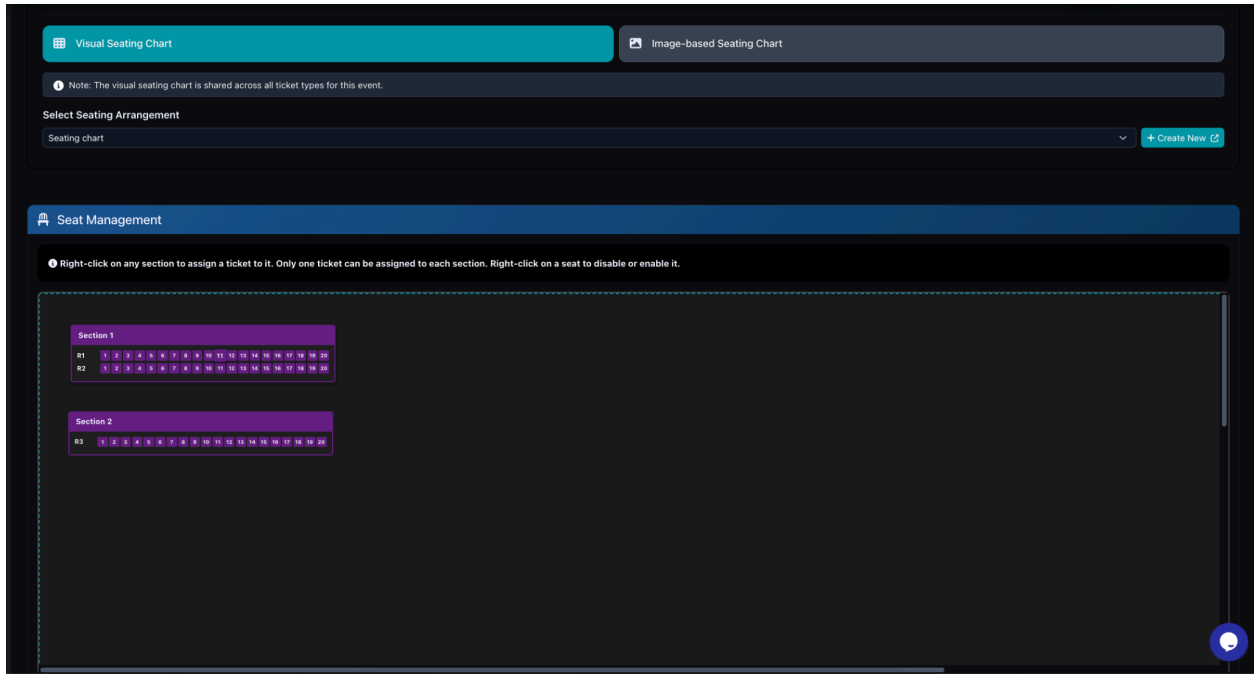
### Select Seating Arrangement

Select Arrangement



[+ Create New](#)





5. Save the event.

Your event is now using that layout. Next, you link tickets to sections.

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## Step 3: Assign tickets to sections

Each section can have only one ticket type. Each ticket type can be assigned to more than one section (e.g. “VIP” for Section 1 and Section 2).

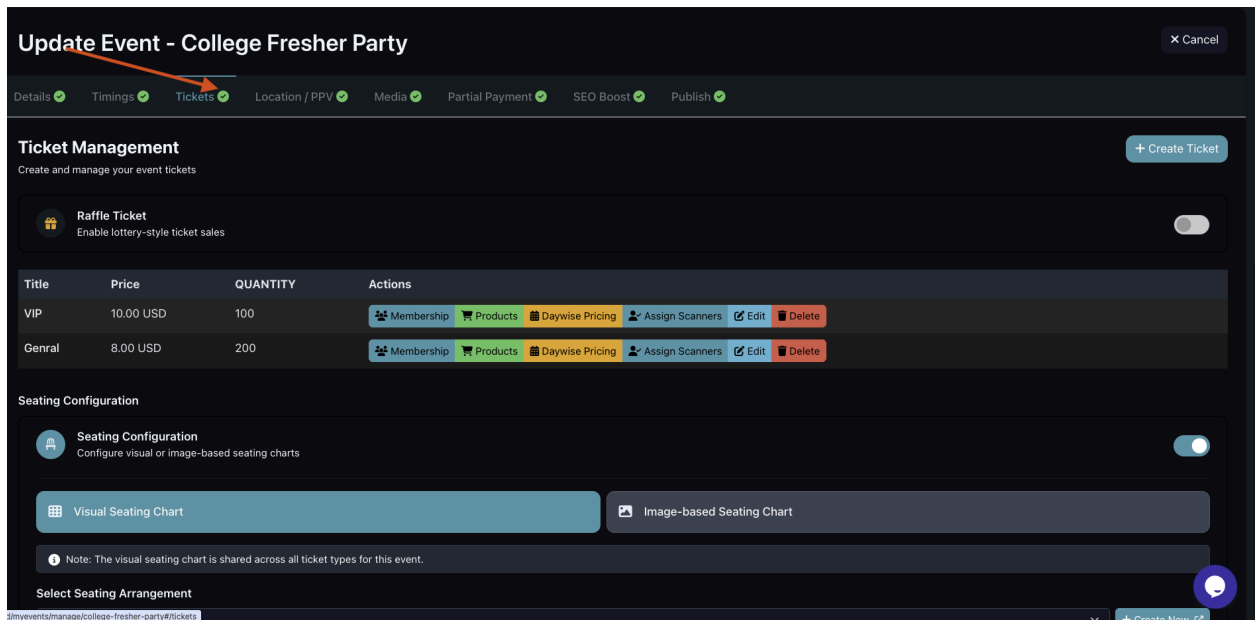
Where to assign

- When creating or editing tickets for the event, you will see the seating arrangement and a Seat Management area, or
- A dedicated Seat Management / Seating step when managing the event.

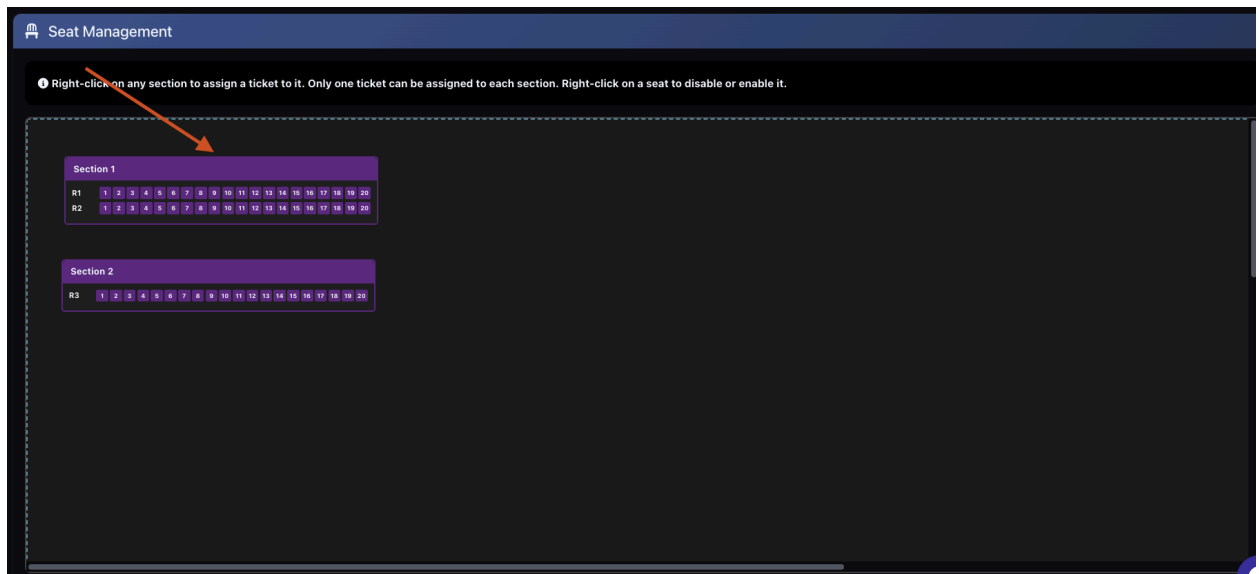
How to assign

1. In the **Tickets** tab, you will find a **Seating Configuration** toggle. If you turn this toggle **ON**, the seating arrangement option will be enabled while creating or

selecting tickets, allowing you to configure and manage the seating layout accordingly.



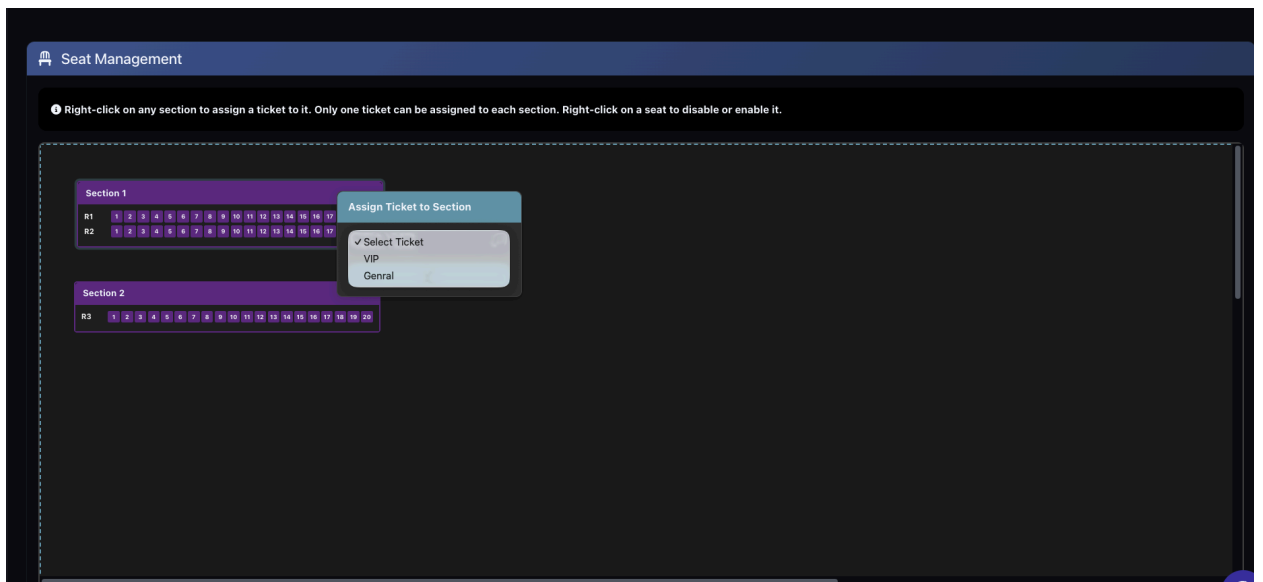
2. In Seat Management, you see the visual chart with all sections.



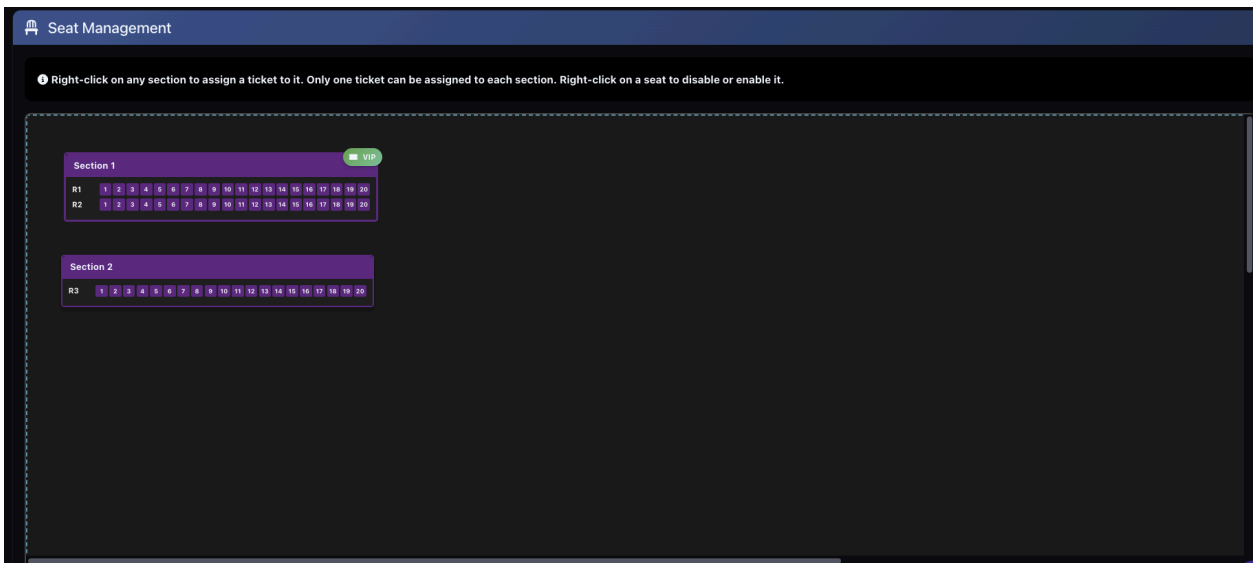
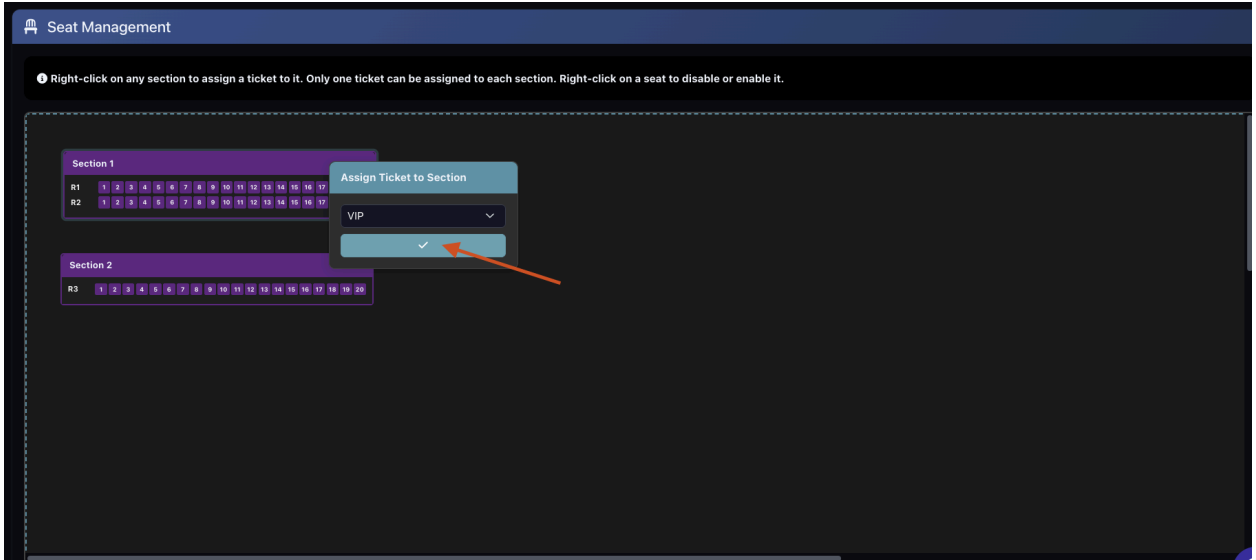
3. Right-click on a section (or use the assignment control for that section).



4. Choose the ticket type to assign to that section (e.g. "VIP", "Standard").



5. Confirm. That section is now linked to that ticket; customers who buy that ticket can select seats in that section.



6. Repeat for every section that should sell seats.

## Rules

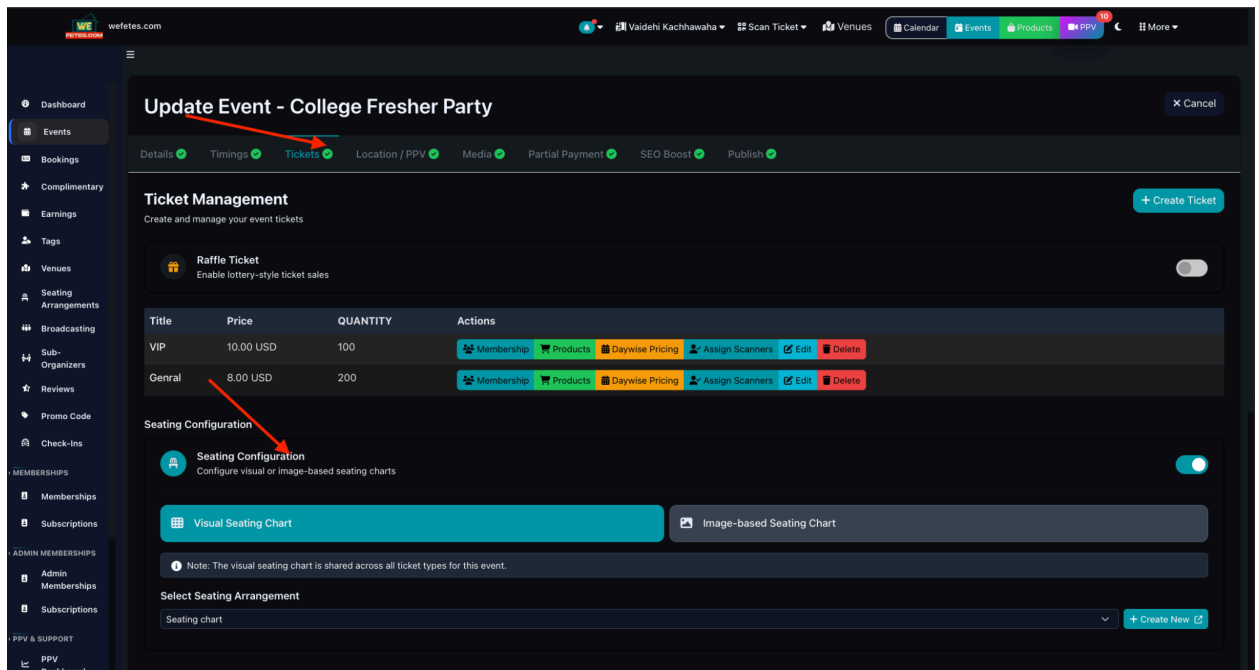
- One section → one ticket (if you assign a different ticket, it replaces the previous one for that section).
- One ticket → can be assigned to many sections (e.g. VIP to “Section 1” and “Section 2”).
- Sections with no ticket assigned do not allow seat selection; they are only for display.

Tip: If you have two sections with the same name (e.g. two “Section 1” blocks) and assign the same ticket to both, the system treats them as separate sections. Disabling or enabling a seat in one does not affect the other.

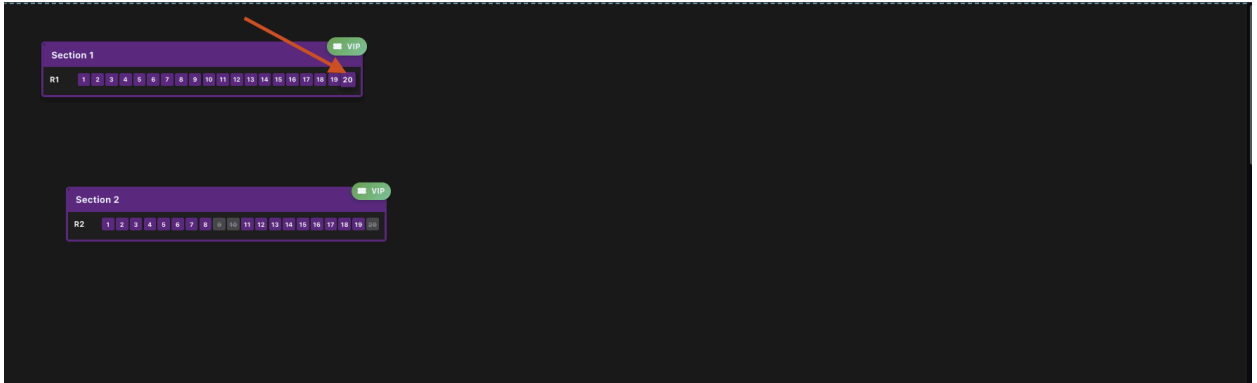
## Step 4: Disable or enable individual seats

You can block specific seats from being sold (e.g. broken, reserved for staff) or make them available again.

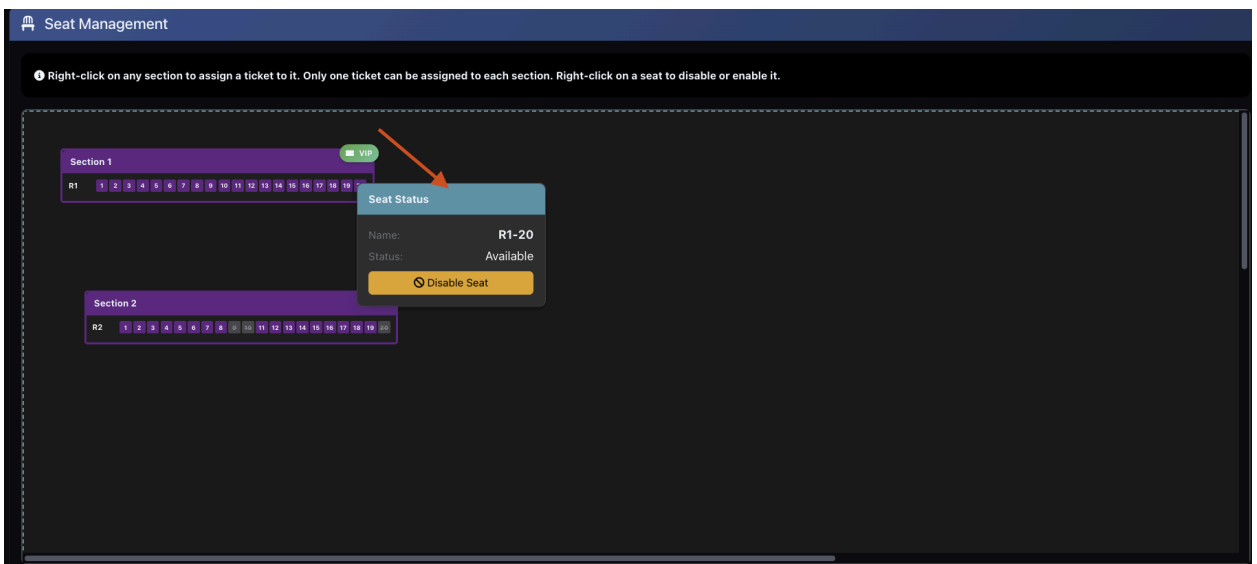
1. In Event Creating find the tickets section and the seat configuration.



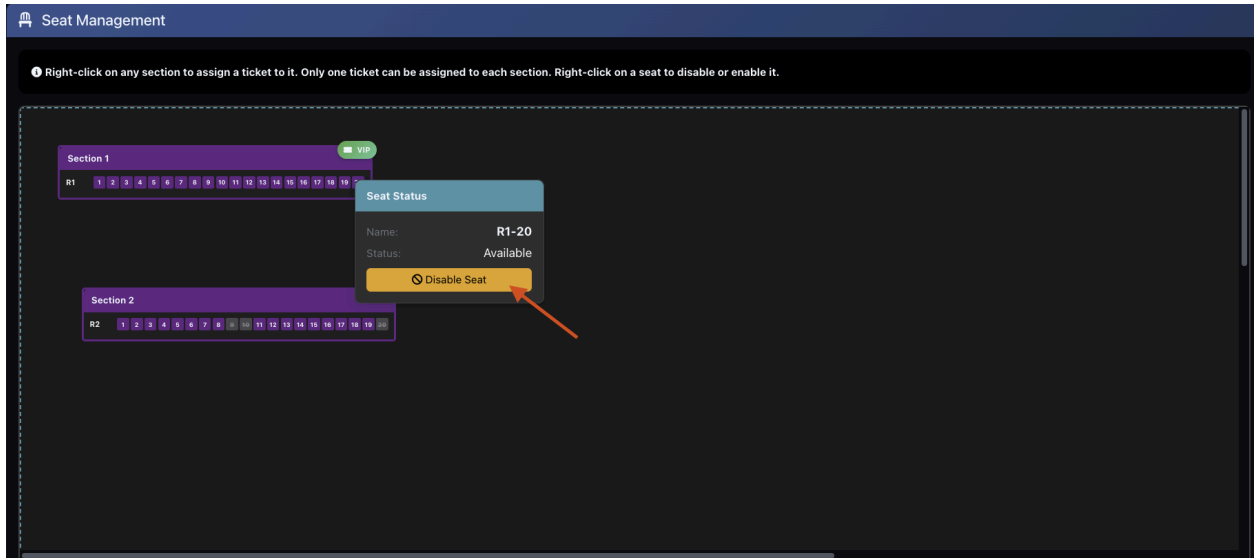
2. Right-click the seat (not the section).



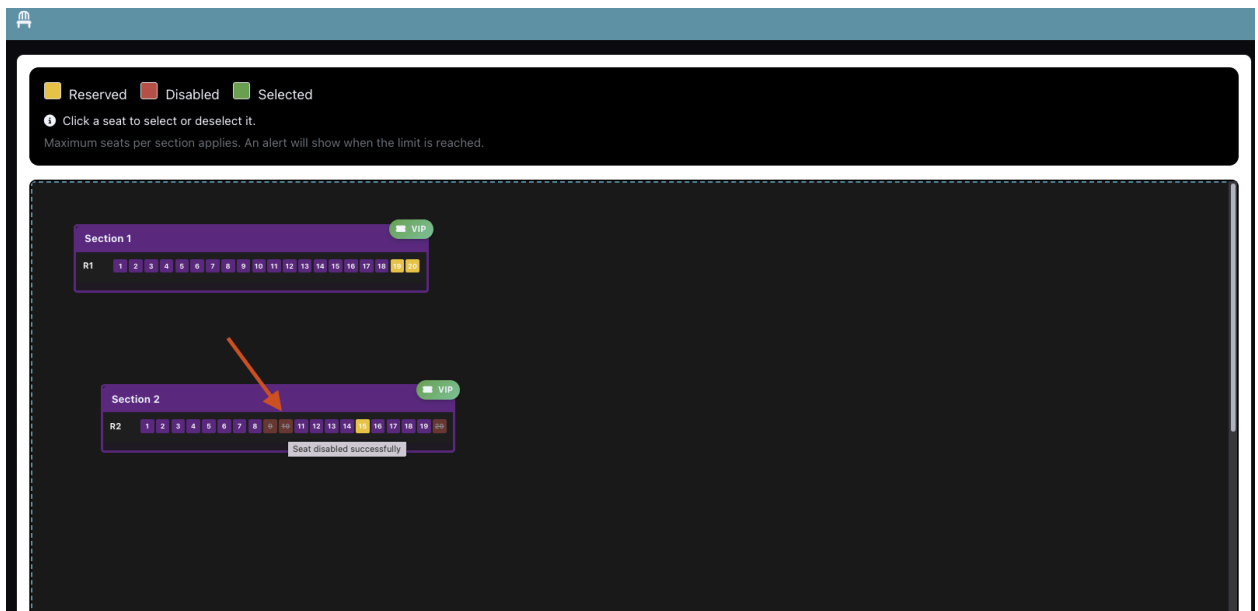
3. A menu appears with the seat name and status (Available / Disabled).



4. Click Disable seat to make it unavailable for booking, or Enable seat to make it available again.



5. The change is saved immediately. Customers will see disabled seats in a different color (e.g. grey/red) and cannot select them.

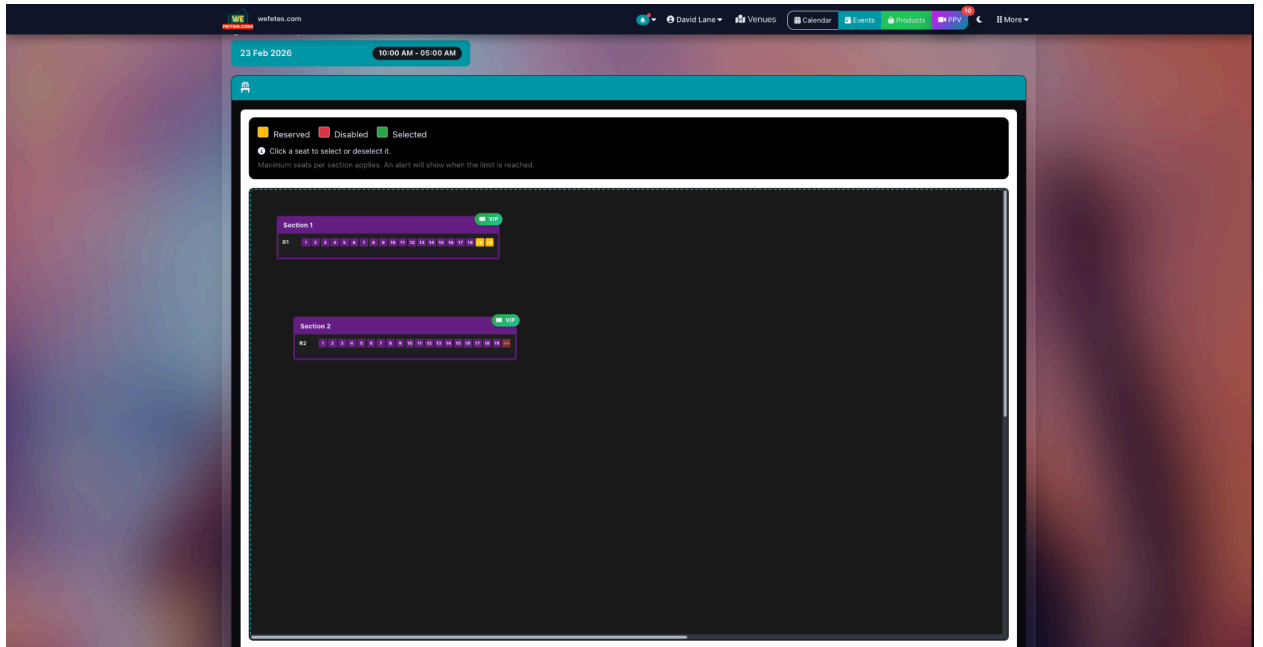


Important: Disabling a seat applies only to that section. If you have two sections with the same name and same ticket, disabling seat “A-7” in one section does not disable “A-7” in the other.

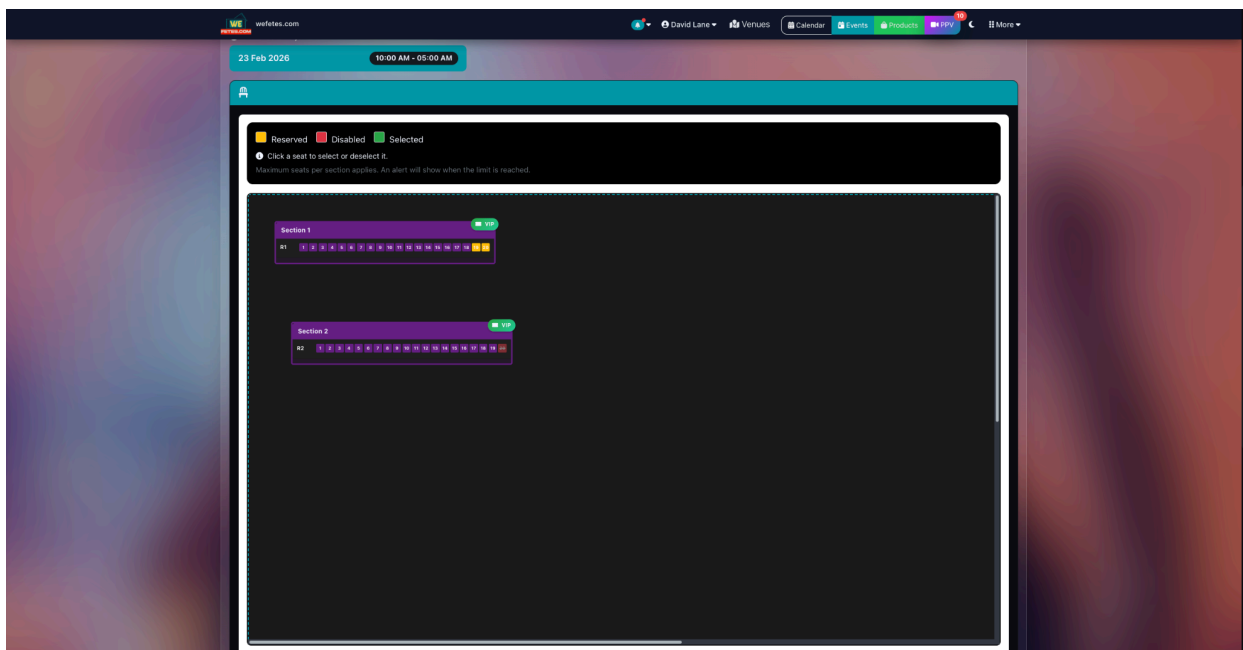
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## Step 5: What customers see and do

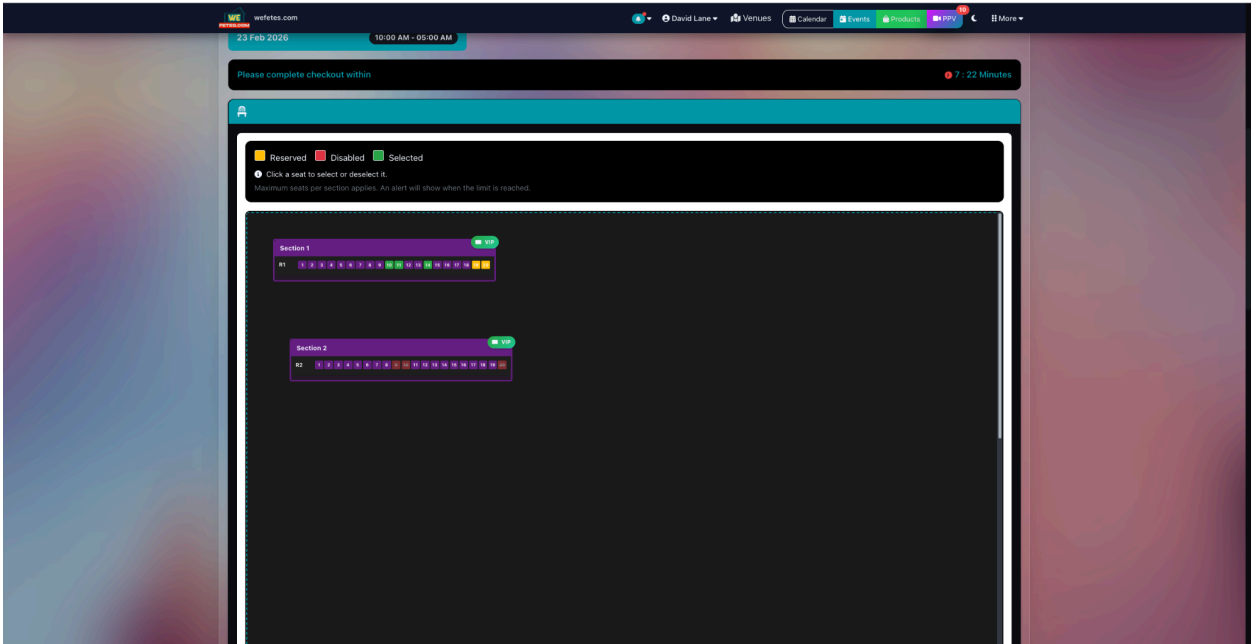
- On the event page, when they choose a ticket and go to checkout, they see the same visual chart.



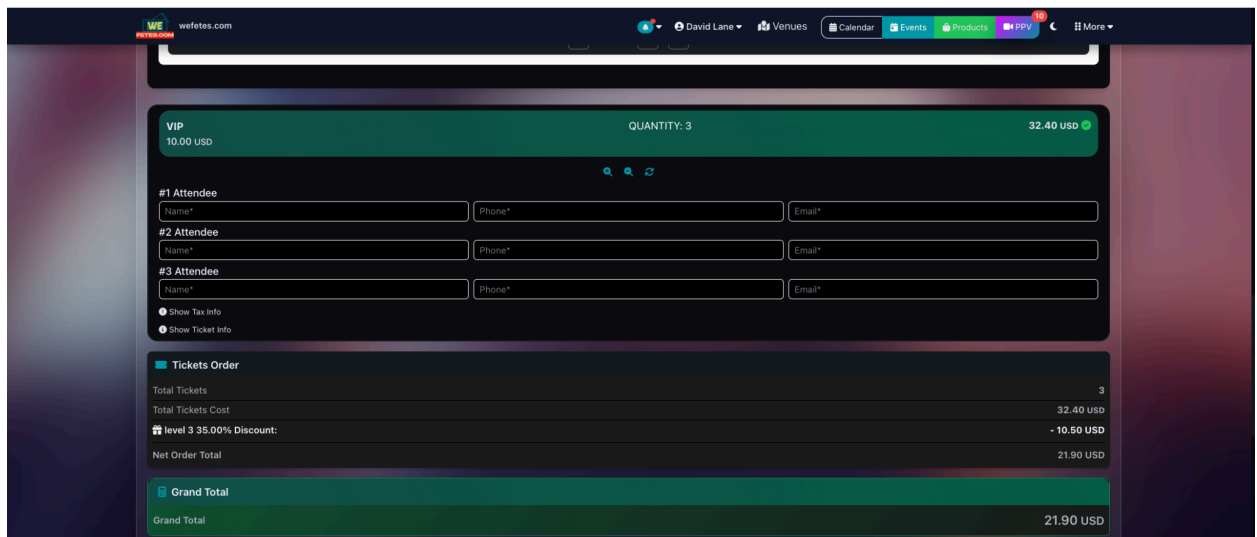
- Only sections that have a ticket assigned show selectable seats.



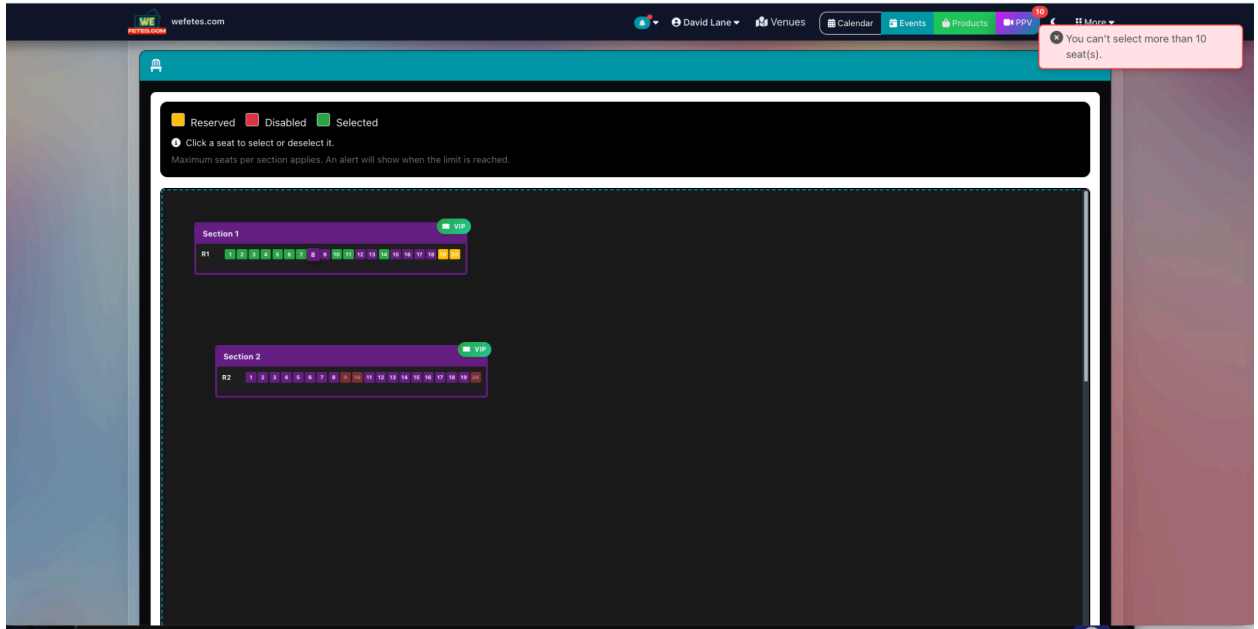
- Legend: Reserved (already booked), Disabled (you turned them off), Selected (their choice).



- They click seats to select; the quantity updates automatically from the number of seats they pick.

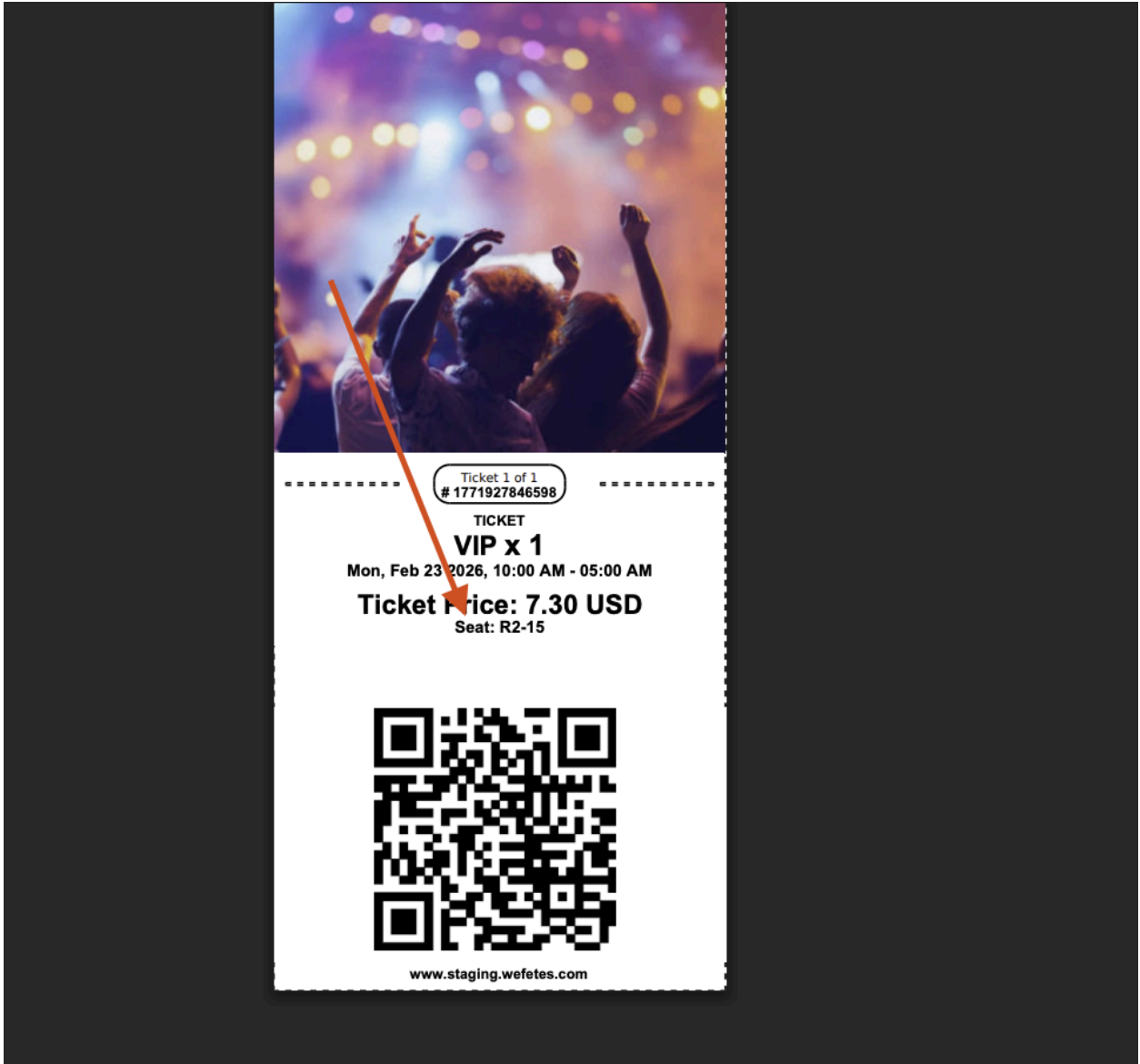


- They cannot select more seats than the ticket allows or than the number they are booking.

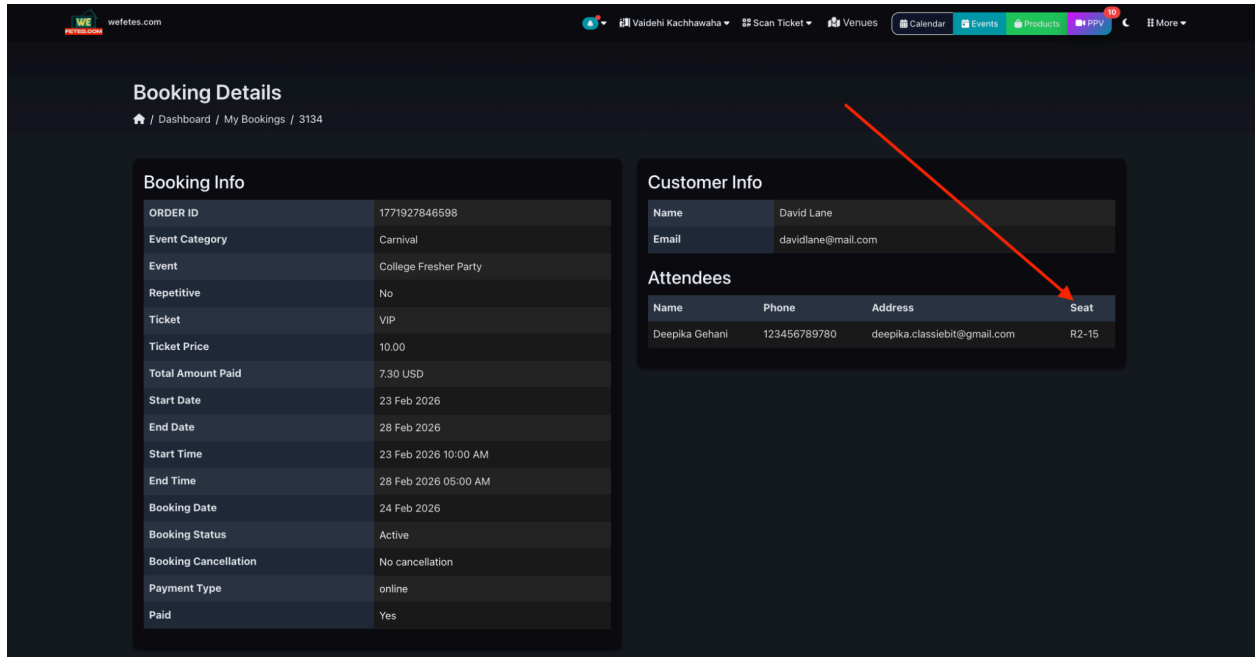


- After payment, their booking shows the chosen seat names (e.g. “Section 1, Row A, Seat 3”).

1.By downloading ticket pdf customer can see their seats.



2.If organiser wants to check the seating arrangement for the customer he can go to bookings page -> click to action button -> clicks on view -> it will open below page.



You do not need to do anything else for customers to use the chart — once steps 1–4 are done, it works.

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## Tips

- Name your arrangement clearly (e.g. “Stadium A”, “Theater”) so you can find it when selecting it for an event.
- Section names can repeat in one arrangement (e.g. two “Section 1” areas). The system tells them apart by section ID, so assigning the same ticket to both is fine.
- Disable seats as soon as you know they are unavailable (maintenance, comps, etc.).
- Reuse arrangements for events with the same venue layout to save time.
- If you change the arrangement (add/remove rows or seats) after tickets are already assigned, check that the ticket–section links and disabled seats are still correct.

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## Common questions

Can I use the same arrangement for more than one event?

Yes. Create one arrangement and select it for each event that uses that layout.

Can two sections have the same name?

Yes. You can have two “Section 1” blocks. Each has its own section ID. Assign tickets and disable seats per section; they stay independent.

A customer says they cannot select a seat.

Check: (1) Reserved seating is on for the event, (2) Chart type is Visual and the correct arrangement is selected, (3) That section has a ticket assigned, (4) The seat is not disabled and not already booked for that date.

I disabled a seat but it still shows as available.

Make sure you right-clicked the seat (not the section) and chose “Disable seat”. If you have two sections that look the same, disable the seat in the correct one (each section is independent).

Where do I see which seats were sold?

In your Bookings (or event bookings), open a booking and check the attendees or ticket details; each attendee can show a seat name (e.g. “A-5”). You can also use reports or exports if your platform provides them.

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## Quick checklist

- Create a seating arrangement (sections + rows).
- Enable reserved seating on the event and set chart type to Visual.
- Select that arrangement for the event.
- Assign each section to a ticket type (right-click section → assign ticket).
- Disable any seats that must not be sold (right-click seat → Disable seat).
- Save. Customers can then select seats when booking.