


Baycourt Community & Arts Centre

Future proofing success with Eventfinda



"It feels like we are working with colleagues rather than a supplier or third party. Eventfinda has a true desire to understand your needs and meet them."

REENA SNOOK

**BAYCOURT COMMUNITY & ARTS
CENTRE MANAGER**



Yes, we would absolutely recommend Eventfinda for their hands-on approach, and efficiency in building and listing events in-house...It's excellent.



Data & reporting

Feature focus



Self-service & community focus



User-friendly systems

Summary

Baycourt Community & Arts Centre has been Tauranga's premier performing arts venue for over four decades. 2023 was their biggest year yet, holding over 200 individual events, selling 60,000 tickets and beginning a brand new ticketing partnership with Eventfinda at the end of the year.

With a strong community legacy, Baycourt is committed to delivering meaningful outcomes that benefit the people of Tauranga. This means their ticketing provider needs the technology and capability to provide state-of-the-art ticketing services, as well as understanding the necessity and importance of manaakitanga (customer service/hospitality/respect). Their partnership with Eventfinda is based on a shared desire to put the customer at the heart of every interaction.



We wanted to work with an organisation that was interested in who we are, our values and our people, and who could help us achieve our vision. Eventfinda ticked those boxes.

Outcomes

1

The Baycourt team can balance the different needs and requirements of their community vs commercial hirers.

2

Greater ownership for venue staff and hirers to control their ticketing needs thanks to the self-service functionality.

3

Streamlined business processes which improve productivity, reduce manual processes and enhance their level of service.



"Regional venues can become just one of many in the portfolio but with Eventfinda we feel like we matter."



The team can have an event listed and ready to go in half an hour. The transition has been revolutionary for us and our hirers.