

Chapter 03. Tickets

The Tickets section allows partners to create, manage, and sell admission tickets through the PlayFull mobile application.

Every ticket created in the Partner Portal becomes available for purchase by customers, provided that it is configured correctly and marked as visible.

The Tickets section not only defines pricing, but also controls:

- *ticket categories;*
- *booking availability;*
- *customer capacity;*
- *loyalty participation;*
- *time slots;*
- *customer information displayed during purchase.*

A properly configured ticket ensures a smooth booking experience and helps avoid overbooking, incorrect pricing, and customer confusion.

Ticket type

Kids

Name

General Admission

Price

125 QR

Description

General Admission included 1 kid ticket and 1 additional adult for 1 hour.

74/200 symbols

☒ Show in Park

How Tickets Work?

Partner creates a ticket



Partner publishes the park



Customer purchases the ticket



Customer receives a QR Code



Reception Admin scans the QR Code



Ticket becomes redeemed



Visit is recorded in Statistics



If eligible, Voucher progress is updated

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

1

2

3

4

5

15:00-16:00

16:00-17:00

17:00-18:00

18:00-19:00

19:00-20:00

20:00-21:00

21:00-22:00

Picked

Available

Unavailable

Few places

Nanny (caregiver) ⓘ

General Admission ⓘ

⊖

0

⊕

⊖

2

⊕

Prime Admission ⓘ

Special Admission ⓘ

⊖

1

⊕

⊖

0

⊕

Total price: 370.0 QAR

☒

I Accept the [Waiver](#) and [Terms & Conditions](#)

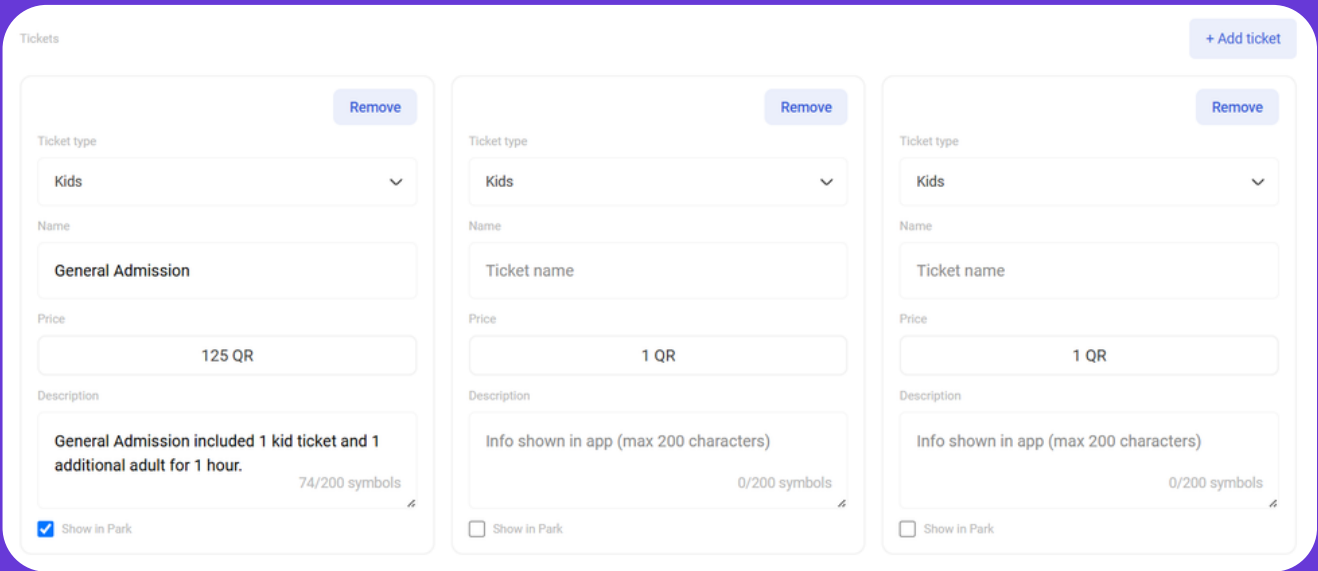
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Creating a Ticket

To create a new ticket:

- 1. *Open the Parks section.*
- 2. *Select your park.*
- 3. *Scroll to the Tickets section.*
- 4. *Click Add Ticket.*

A new ticket configuration form will appear.



Ticket Type

The first setting is Ticket Type. Choosing the correct type is important because it determines whether the ticket participates in the PlayFull Loyalty Program. PlayFull currently supports four ticket categories.

Kids

The Kids ticket is intended for children's admission.
Every redeemed Kids ticket counts as one visit in the customer's Voucher card.
Use this ticket type for all standard children's admissions.

✓ Counts toward Voucher progress.

Adult

The Adult ticket is intended for accompanying adults.
Redeemed Adult tickets also count toward the Loyalty Program.

✓ Counts toward Voucher progress.

Special

The Special ticket type is intended for promotional or special admissions.
Examples include:

- Holiday promotions
- Special Needs kids

Although these tickets are fully valid, they do not contribute to Voucher progress.

Babies

The Babies ticket type is intended for infants or age groups that should not participate in the Loyalty Program.

✗ Does not count.

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Ticket Name

The Name field defines the title displayed to customers.

Use short, descriptive names.

Recommended examples:

- *General Admission*
- *Prime Admission*
- *Nannies Ticket*
- *Morning Ticket*
- *Evening Ticket*

Avoid long descriptions inside the ticket name.

The ticket title should allow customers to immediately understand what they are purchasing.

Ticket Price

The Price field determines how much the customer pays.

Important

The minimum allowed price is 1 QR.

A ticket price of 0 QR is not permitted.

Even if the ticket should not normally be purchased, the price must still be set to at least 1 QR.

Ticket Description

The Description field provides additional information about the ticket.

Customers can read this information by tapping the ⓘ Information icon displayed next to the ticket price.

Use this field to explain:

- *what is included;*
- *age restrictions;*
- *socks included;*
- *accompanying adults;*

Price

125 QR

Description

General Admission included 1 kid ticket and 1 additional adult for 1 hour.

74/200 symbols

Price

1 QR

Description

Info shown in app (max 200 characters)

0/200 symbols

☐ Show in Park

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Show in Park

The Show in Park option controls whether the ticket is visible in the PlayFull application.

When enabled:

✓ *Customers can purchase the ticket.*

When disabled:

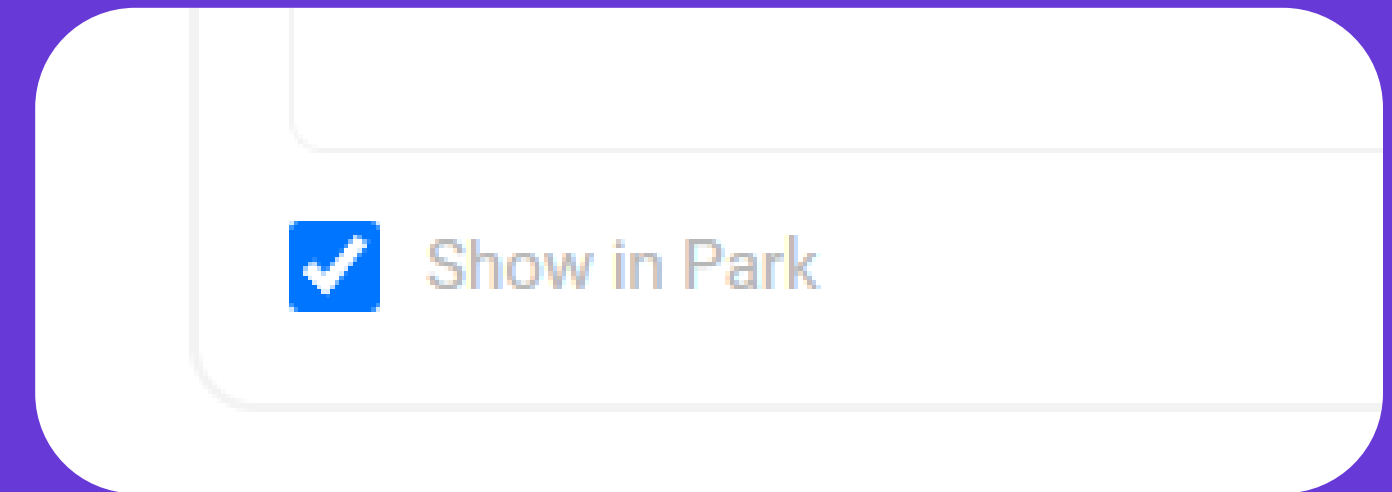
✓ *The ticket remains in the Partner Portal.*

✓ *Previous sales remain unaffected.*

✗ *Customers cannot see or purchase the ticket.*

This option is useful for:

- *seasonal tickets;*
- *temporary promotions;*
- *sold-out offers;*
- *hidden internal ticket types.*



Places

The Places field defines the maximum number of tickets that can be sold for a single booking time slot.

Example:

Booking Slot:

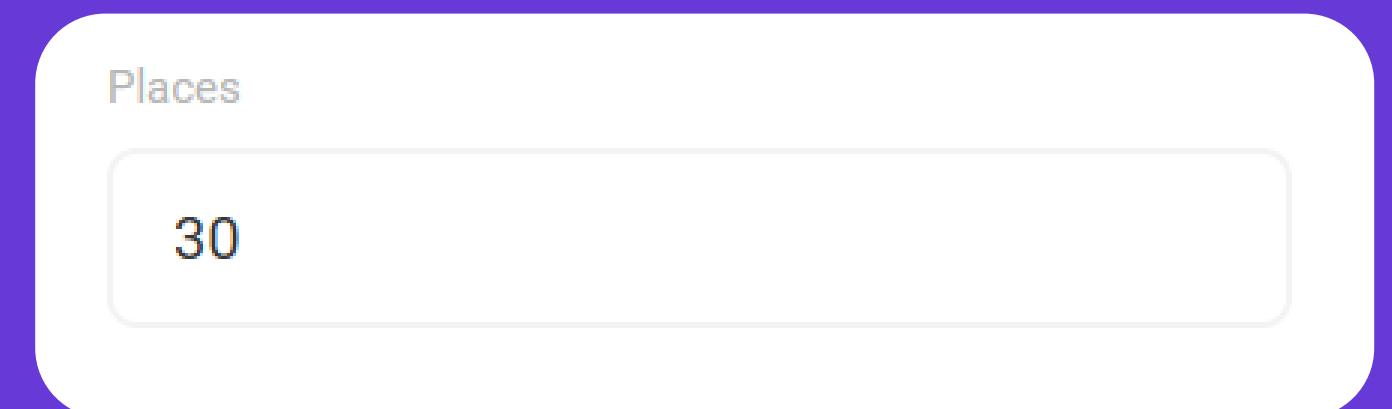
10:00 – 11:00

Places:

30

The system will allow a maximum of 30 admissions during this time slot.

After all available places have been sold, customers can no longer book that slot.



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Booking Time

Every ticket must contain at least one booking time slot.
Without a booking slot, customers will not be able to purchase the ticket.

Important

A park without booking time slots cannot sell tickets.

Each booking slot includes:

- Start Time
- End Time
- Capacity (Places)

Each slot operates independently.

If the first slot becomes fully booked, customers can still purchase tickets for the remaining available slots.

Places

30

BookingTime

Date	Time
 7/1/2026 - 7/31/2026 ×	10:00-11:00 × 11:00-12:00 × 12:00-13:00 × 13:00-14:00 × 14:00-15:00 × 00:00-00:00  + Add time
 + Add dates	