



## Online Event Registration Rules & Regulations



### Use Corsizio Software to Manage the Financial Aspects of Specified Gallery Events

Corsizio Event Management Software includes features designed to collect and/or monitor payments and to assist with bookkeeping. These financial aspects of Online Event Registration are recommended for Board approval.

1. Ticket purchases may be made using a credit card, debit card or personal check.  
(At this time Corsizio does not support PayPal nor does it accept bank transfers.)
2. The fee assigned to an event will be the same regardless of payment type.
3. Under Corsizio, the card processing fees are handled by STRIPE.  
(STRIPE handles payments made over the Internet.)
4. Processing fees, including the STRIPE fees, are invoiced monthly.
  - a. Fees for events requiring payment will be embedded in the event's ticket price.  
The per ticket fees are:
    - i. Corsizio Flat Fee: \$1.00
    - ii. STRIPE Flat Fee: \$0.30
    - iii. STRIPE Credit/Debit Card Processing Fee: 2.90%
  - b. The fee for free events is \$0.10 per ticket. The charge for these events will be covered by a budget determined by the Recreation Committee.
  - c. There is no Corsizio flat fee in a given month if registrations are 50 or fewer, regardless of whether payment is assigned to the event.
  - d. In the event of an office approval of a refund for cancellation on a payment made by card, Corsizio does NOT refund the card processing fee (STRIPE: 2.9% + \$0.30)
5. Persons assigned as administrators to the Corsizio software require Board approval.
6. Corsizio does not charge a licensing fee. The use of Corsizio can be discontinued at the end of any month without penalty or further obligation.

### B. Using Corsizio Software to Manage the Registration for Gallery Events

Corsizio Event Management Software includes features designed to publicize events, accept online registrations, facilitate customized, automated email notifications, and assist with record keeping. The following procedures fall under the purview of the Recreation Committee with Board oversight.

#### Event Registration Process and Parameters

Online registration will be used for events featuring any of the following elements:

- i. The event carries a ticket price
  - ii. The event has a participant limit
  - iii. Food quantities must be ordered in advance (exclude Happy Hours)
  - iv. Data must be collected from each registrant, e.g., food or other preferences.
- b. For events that qualify for online registration, all attendees shall register using Corsizio.
- c. Open and closing registration dates & times will be enforced through Corsizio for each event.
  - i. Registration typically opens 30 days prior to the event.
  - ii. Registration typically closes 10 days prior to the event.

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- d. Multiple Registrations
  - i. Each household is allowed 2 registrations. One must be a Gallery resident,
  - ii. If a 3<sup>rd</sup> person resides in a household, and that person is a registered “tenant” ,“occupant”, or caregiver, that person may also register for events.
  - iii. If an event is later opened to guests, additional registrations may be purchased.
  - iv. The honor system will be relied upon for enforcement.
- e. Late Registration
  - i. If registrations are accepted after the posted registration closing date/time:
    - Registrant will register online by an office-designated deadline
    - Registrants paying by check will submit check to the office by the office-designated deadline.

### 2. Payment by Personal Check

- a. Payments made by personal check will show as ‘Pending’ until payment is received and cleared by the office.
- b. Registrants with pending personal check payments who have not submitted payment to the office within seven (7) days of registration will be cancelled.

### 3. Wait-list

- a. The wait-list expires 48 hours prior to the event.

### 4. Cancellation & Refund Policy for Events

- a. No cancellations will be processed within 48 hours of the event.
- b. Refunds are not automatically processed for cancellations.
- c. Only the office can process ticket cancellations in Corsizio.
- d. The process for a ticket holder who wishes to cancel prior to 48 hours before the event:
  - i. Notify the office of intent to cancel and the office cancels ticket holder’s registration.
  - ii. If there is a wait-list, the office informs next in line of availability.
    - If a wait-listed resident takes a cancelled ticket holder’s place, the wait-listed resident must register online and pay by personal check made out to the Association before a refund can be issued.
    - The wait-listed registrant must register by an office-designated deadline.
    - Once the cancelled ticket holder’s place is filled by the wait-list a refund will be processed.
  - iii. If there is no wait-list, no refund is processed. The ticket holder may arrange for private sale of ticket to another resident.
    - If a ticket holder resells their ticket via private sale, the seller must inform the office of the new ticket holder.

### 5. End User Training

- a. A link to a brief video demonstrating how to register using Corsizio is available on the Recreation page of the Gallery website.