



# Attend Organiser Terms (v1)

**Effective date:** 28 January 2026 **Last updated:** 10 June 2026

These Organiser Terms ("**Organiser Terms**") apply if you create or manage events on Attend ("**Organiser**", "**you**"). They form part of the **Attend Terms of Service**. If there is any conflict between these Organiser Terms and the main Terms of Service, these Organiser Terms prevail for Organisers.

## 1) Key definitions

- **Attendee:** a person who views an event and/or purchases or claims a ticket.
- **Event:** an event listing created on Attend.
- **Ticket:** a paid or free ticket made available for an Event.
- **Booking fee:** the attendee-facing checkout fee currently set at **3.7%**.
- **Platform fee:** the organiser fee currently set at **10%** per ticket (or **5%** for 1 month where a valid Rep/Guides voucher is applied).

## 2) Creating events and tickets

### 2.1 Accurate listings

You must ensure your event page and posts are accurate and not misleading, including date/time, location (or "TBA"), age restrictions (including 18+ where relevant), what the ticket includes, and any key entry conditions.

### 2.2 Ticket types

Attend may allow multiple ticket types (e.g., General Admission, VIP, RSVP) and free tickets. You are responsible for setting prices, quantities, availability windows, and any limits.

### 2.3 No off-platform ticketing for paid events

If you list a **paid** event on Attend, you must not sell paid tickets for that event through third-party ticketing links or off-platform payment routes from the Attend event page, posts, or direct messages.

## 3) Fees

### 3.1 Booking fee (attendee)

Attend charges a 3.7% booking fee to attendees at checkout, shown before payment.

**Booking fee refunds:** The booking fee is **non-refundable**, except where a refund is required by law.

### 3.2 Platform fee (organiser)

Attend charges Organisers a **10% platform fee** per ticket (excluding the booking fee).

You may be given the option to:

- **absorb** the platform fee (it is deducted from your payout); or
- **pass it on** to attendees by baking it into the ticket price.

Where "pass on" is used, the platform fee is incorporated into the ticket price (it is not shown as a separate fee line).

### 3.3 Rep/Guides vouchers

Attend may issue promotional vouchers that reduce the platform fee to **5% for one month**.

- Vouchers are issued by Attend.
- Any Organiser may use a voucher.
- Vouchers are single-use per Organiser.
- Vouchers expire automatically after one month.

### 3.4 Taxes (including VAT)

- Attend fees are exclusive of VAT (and any equivalent sales taxes). If VAT/sales tax becomes chargeable, Attend may add it where required.
- You are responsible for your own taxes arising from your Event and the amounts you receive.
- Attend is responsible for taxes on Attend's fees where applicable.
- Attend may collect, report, or withhold taxes where required by law.

## 4) Payments, payouts, and verification

### 4.1 Bank details

To receive payouts you must provide accurate payout details. You are responsible for keeping them up to date.

### 4.2 KYC / identity verification

Attend may require identity verification (KYC) to reduce fraud and comply with legal and partner requirements. Attend may use providers such as Veriff and/or Dojah.

**KYC timing:** You may sell tickets before completing KYC. We will require KYC once you reach **\$100 in sales**, or before any payout if the amount is below that threshold.

### 4.3 Payout timing

Payouts are not triggered simply because an Event has ended. Payout timing depends on closure of the refund window, risk checks, verification/KYC, chargeback or dispute exposure, and the successful movement of funds through Attend's payment and payout systems. Once an Event's funds are cleared and a payout is released, Attend aims to complete it within **2–5 working days**.

### 4.4 Holds and risk checks

Attend may delay or withhold payouts where reasonably necessary (for example: suspected fraud, policy breaches, chargebacks/disputes, unusual risk patterns, incomplete verification, or legal compliance).

## 5) Cancellations, changes, and refunds

### 5.1 No change-of-mind refunds

As a default position, tickets are not refundable because an attendee changes their mind or cannot attend, except where a refund is required by law.

### 5.2 Automatic refunds (cancellation)

Refunds will be available if the Event is **cancelled**, and may be automated once an Organiser cancels an Event.

A significant change to the date or time of an Event is not treated as an automatic refund trigger; it is assessed under the material-change protocol (section 5.3).

### 5.3 Material changes (Attend decision)

Some changes may be considered **material** (for example: significant **date/time** changes, venue/location changes, headliner/lineup changes, or significant changes to what was advertised).

- Attend has **sole discretion** to determine whether a change is material and what remedies are offered.
- For material changes (other than cancellation), refunds may be available under Attend's internal protocol.
- For material-change refunds, attendees may request a refund within the refund request window set out in the Refunds & Ticket Policy.

## 5.4 Location changes

Location changes are assessed case-by-case under the material-change protocol.

## 5.5 Booking fee and refunds

Where ticket refunds are issued, the **booking fee remains non-refundable** except where required by law.

## 5.6 Organiser notification duty

If you cancel, reschedule, or materially change an Event, you must promptly notify attendees using the tools available to you (and/or by updating your event page). Attend may also notify attendees.

# 6) Entry and ticket validation

## 6.1 Ticket validation tools

Attend may provide a QR scan tool and/or manual ticket-code entry to validate tickets.

## 6.2 What you can see at check-in

At check-in you may see: Valid / Invalid / Already scanned (with time) and the Ticket Type.

## 6.3 Entry decisions

Entry decisions are made by the Organiser/venue. Attend does not enforce organiser-specific entry conditions.

You should clearly disclose key entry conditions (for example: ID requirements, last entry time, dress code, etc) in your event description.

# 7) Attendee information

At launch, Attend does not provide Organisers with attendee export/guest list data (unless and until the product adds this feature).

# 8) Disputes, chargebacks, and financial responsibility

## 8.1 Chargebacks and payment disputes

If an attendee raises a chargeback or payment dispute:

- the Organiser is **responsible for the disputed ticket amount** (including where the dispute arises after payout);
- the Organiser is responsible for any related dispute/chargeback fees, unless the dispute arose solely due to an Attend technical or payment processing error (e.g., a double charge caused by a platform bug).

Attend may recover amounts by:

- withholding payouts;
- setting-off against amounts owed to you; and/or
- invoicing you where needed (including after payout).

## 8.2 Organiser-caused disputes

Disputes arising from organiser conduct or event delivery (including misleading listings, failure to deliver the Event as advertised, poor or unsafe delivery, or refusal of entry) are the Organiser's responsibility.

## 9) Event removal and enforcement

Attend may remove, suspend, or restrict an Event or an Organiser account where reasonably necessary for safety, fraud prevention, legal compliance, or enforcement of the Terms of Service.

Where Attend confirms a policy breach, a record of the breach is kept — including where the matter was resolved by you correcting the issue. Repeated confirmed breaches lead to escalating enforcement, including temporary and then permanent restrictions on creating events, and temporary and then permanent account bans, as described in the Community Guidelines.

If Attend removes/suspends an Event due to an Organiser policy breach or risk issue, Attend may treat this as a cancellation and issue ticket refunds. Booking fees remain non-refundable except where required by law.

## 10) Limitation of responsibility

Attend provides the platform for listing and ticketing. You are responsible for the Event itself, including safety, legal compliance, and delivery.

## 11) Changes to these Organiser Terms

Attend may update these Organiser Terms. If we make material changes, we will provide notice in the service and update the effective date.

## 12) Governing law

These Organiser Terms are governed by the laws of England and Wales and the courts of England and Wales have jurisdiction.

**Support:** [Support@Attendit.app](mailto:Support@Attendit.app) **Legal notices:** [Legal@KWAM2.com](mailto:Legal@KWAM2.com)