

EVENT HOST POLICY

GEN CON ONLINE

The Online Event Host Policy is Gen Con LLC’s comprehensive guide for event organizers (EOs) and game masters (GMs) who wish to submit, run, organize, and manage events for **Gen Con Online**.

This document is intended to provide you with all the information you need to plan and run your event during Gen Con Online. Some things have changed for Gen Con Online so we encourage you to read through this document. It should explain just about everything you need to know but if you have any questions at all, just email us at events@gencon.com and we’ll be glad to help clear things up.

The Gen Con Event Programming Staff

TABLE OF CONTENTS

TABLE OF CONTENTS	2
TERMS & AGREEMENT	3
DATES & DEADLINES	4
LINKS & CONTACT INFORMATION	5
EVENTS	6
GENERAL POLICIES & INFORMATION	6
SUBMITTING EVENTS.....	6
<i>Changes to Submission Fields for Gen Con Online</i>	8
<i>Tournament and Multi-Session Events</i>	8
<i>Events with Material Components</i>	9
<i>Livestreaming Events</i>	9
<i>Electronic Ticketing For Your Events</i>	9
PLATFORM & THIRD-PARTY SERVICES TO RUN EVENTS ONLINE	9
EVENT TICKET PRICING	10
<i>Gen Con Base Price</i>	10
<i>Tournaments & Elimination Events</i>	10
<i>Free Events</i>	10
<i>Charity Events</i>	10
RUNNING EVENTS	11
<i>Before the Event</i>	11
<i>Event Messaging Tool</i>	11
<i>During the Event</i>	11
<i>Additional Policies & Information</i>	12
CANCELING & CHANGING EVENTS	12
ACCESSIBILITY.....	12
PHYSICALLY ACTIVE EVENTS	12
PRIZES & AWARDS	12
REIMBURSEMENTS & PAYMENTS	13
GENERAL POLICIES.....	13

TERMS & AGREEMENT

By choosing to submit, run, organize and/or manage events for Gen Con Online, you affirm that:

- You have familiarized yourself with and will abide by the most current version of the Event Host Policy (EHP).
- You are aware that consequences may be incurred for violating Gen Con policies.
- Lack of familiarity with or misunderstanding of any portion of the policies contained in the EHP will not be considered a valid excuse for any violation of these policies. If you have any questions, contact Events at events@gencon.com or call us directly.
- You have researched all appropriate statutes and have determined your events fulfill all legal requirements as defined in the state in which the convention takes place.
- Running an event during Gen Con Online, whether hosted by Gen Con, or on a third party platform, does not make you an employee, volunteer, or contractor of Gen Con LLC.
- You understand that terms, phrases, and definitions used in the EHP, as they apply to events run at Gen Con, may differ from the way you use them.
- You and your GMs will abide by all convention policies.
- You are responsible for ensuring that your GMs have reviewed the EHP and will comply with all applicable policies.
- It is your responsibility to keep all contact information in your Gen Con account up-to-date. This information is used to contact you if there are any questions or problems regarding your events.
- By submitting an event, you agree to be added to the EO/GM Email List, used for general announcements and important communication. As long as you are listed as the event organizer for an event in a given year, you may be added back to the list if you unsubscribe. If you do not wish to receive updates from the email list (approximately 6-12 messages a year, total), you will need to designate someone else to be the event organizer for your events.
- Gen Con reserves the right to share event data (including but not limited to attendance numbers, ticket recon info, event structure) with publishers of each game or product. This does not include personally identifying or contact information for the event organizer, GM, or players for an event.
- You understand that sexual harassment, discrimination, or intimidation of any kind (whether from yourself, your staff, or event participants) will not be tolerated at Gen Con. All gamers are welcome at the convention and deserve respect. If you encounter any such incident, notify Gen Con staff immediately via email at customerservice@gencon.com.

DATES & DEADLINES

Unless otherwise noted, all deadline times are 12 pm Eastern.

Key Reference Dates	
Show Dates	September 16-19, 2021
Online Event Submission Opens	June 20, 2021
Event Schedule Released	TBD
Online Event Registration Opens	TBD
Event Submission Closes	TBD

Payment Timeline	
Payments mailed	Approx. 4 weeks after the convention
Inquiries about missing/incorrect checks	<i>Received</i> no later than 8 weeks after the convention

LINKS & CONTACT INFORMATION

Contact information is for EO and GM use only.

Links	
Gen Con Online	https://www.gencon.com/online/
Event Submission Form	https://gencon.com/event_registrations/new
Host Page (main resource)	https://www.gencon.com/gen-con-online/hosting-events-eo-gm
EO/GM Dashboard	https://www.gencon.com/event_submissions?c=online2021
Best Practices for Running Games Online	https://www.gencon.com/gen-con-online/best-practices-running-online-events
Third-Party Platforms for Hosting Events Online	https://www.gencon.com/gen-con-online/third-party-platforms
GM Forum	https://www.gencon.com/forums/9-event-organizers-gms

Key Contacts	
General questions and concerns	events@gencon.com
Derek Guder <i>Director of Events</i>	derek.guder@gencon.com Office: 206.957.3976 x3811 Mobile: 857.389.6675
Marian McBrine <i>Event Manager</i>	marian.mcbrine@gencon.com Office: 240.418.3898
Dominic Lewis <i>Event Manager</i>	dominic.lewis@gencon.com Mobile: 253.905.3444

EVENTS

In order to run events at Gen Con Online, it is imperative that EOs and GMs familiarize themselves with all policies.

GENERAL POLICIES & INFORMATION

An event organizer (EO) is the person who submits and confirms event details to Gen Con. A game master or host (GM) is the person who directly runs the event or individual table. For small groups or independent GMs, they may be the same person, but for larger groups or companies, they are often separate. Groups or events may have multiple GMs but will only have a single EO.

No permission from a publisher or platform is required to run a game as a scheduled event. All events must be submitted for Gen Con review using the Event Submission Form.

By submitting events to or running events at Gen Con, you agree to:

- Follow all directions from Gen Con staff.
- Ensure the safety of you and your players.
- Enforce the policies laid out in the Event Host Policy and any other official Gen Con policies.

The event organizer is responsible for making sure that every approved event happens as scheduled. If an issue arises preventing you from running your event (e.g. GM doesn't show up or a technical issue), the EO is required to notify events@gencon.com as soon as possible to resolve the issue. If the EO delays notifying us, involvement in future conventions may be affected. Gen Con will not be providing technical support for third-party platforms or tools you are using to run your event.

- If you have a basic technical problem or need assistance with the platform you are using to run your game, you can post a request for help in one of the technical support channels in the Gen Con Discord. Representatives from that company or that platform's community may be able to help you.
- If you have serious problems with your event that will prevent it from running and needs direct attention from Gen Con, email events@gencon.com for assistance.

All ticketed events must be listed in the Gen Con registration system. You may not use your own ticketing system or accept any form of payment outside of the Gen Con registration system for any event.

Events may be sponsored by another company or organization, but all such relationships must be fully disclosed during event submission, and Gen Con reserves the right to refuse or reject any event or sponsor.

Event Organizers are responsible for securing all appropriate permissions and requirements for all music, images, and materials used during all performances and events. Please contact events@gencon.com if you have a specific question about usage rights.

You are encouraged to promote your events in the appropriate venues, but do not spam any official Gen Con communication channels.

- The posting and/or distribution of merchandising material is strictly forbidden.
- You *may* recruit players for an event that is about to begin in the appropriate channel. Do not repeatedly post or spam such messages; EOs found to be excessively posting will be warned; further violations may result in cancellation of your events.
- If you want to use a promotional method not addressed here, you must email exhibitors@gencon.com for approval.

SUBMITTING EVENTS

Anyone can submit an event for Gen Con Online. Use the online submission form to provide Gen Con staff with the information they need to find space for your event. More details on event submission can be found under the Host tab on the Gen Con website.

To submit an event for Gen Con Online, sign into your account at www.gencon.com, click on Gen Con Online, and click on "Submit a New Event" under the Host menu. To review any events you have already submitted, use the EO/GM Dashboard link.

Players must be at least 13 years old to participate in online events. Make sure to select the appropriate age when submitting – events submitted with an Age Required of “Everyone (6+)” or “kids only (12 and under)” will be edited, Returned for Correction, or Rejected, at Gen Con’s discretion.

If your event contains any sensitive or mature content, you must select the appropriate Age Requirement when submitting your event. Depending on the subject matter, you may want to elaborate in the optional Long Description and/or Message to Registered Players fields. Keep in mind that Age Requirement is *informative* to potential players and is *not* automatically enforced by the registration system, so you must still confirm the content of your event with all participants before starting your event. If any attendee does not want to participate at that point, you may allow them to leave and take any standby players.

When running an event online, assume that you will need an additional 15-30 minutes to resolve technical problems and recruit additional players, and further that play *may* take longer than usual. Consider increasing the scheduled duration of events run online to accommodate.

- Events during Gen Con Online have a flat Gen Con base price of \$2, so a longer duration will not cost more for players to participate. Refer to Event Ticket Pricing for more information.

The event submission approval process is as follows:

- When you fill out the form and send the information to us, it is “Submitted for Review.”
- Your event will be “Accepted for Consideration” if everything appears to be in order. Note that events may skip this step due to time constraints.
- Your event will be “Active” once we confirm it can run. *Only then is it officially scheduled and viewable by general attendees.*
- Your event will be “Returned for Correction” if we find a problem with your event. An explanation will be listed in the Gen Con Comments field. You must make the necessary changes to re-submit your event.
- Events that are “Rejected” will not be accepted at Gen Con and should not be resubmitted. Contact events@gencon.com if you are unsure why your event was rejected.

Events submitted after the Event Submission Deadline may not be accepted.

You are solely responsible for reviewing the accuracy of your events online. It is highly recommended that you confirm all event details both before and after submission. Further, make sure to check on the status of *all* of your events after event submission has closed to make sure that everything has been listed properly. Failure to do so may result in your events never being marked as Active.

All event changes and corrections must be submitted to events@gencon.com (include game ID, event title and changes) before the close of event submission. Changes requested after that may not be made in time for the opening of event registration. Radical changes (i.e. completely changing description, event cost or times) may result in your event(s) being Canceled, at which point you can submit a new, correct version of your schedule.

Gen Con reserves the right to change any and all details for an event, at its sole discretion. This can include, but is not limited to, the following.

- Event title, description, and platform (or any other details, particularly game system and rules edition) for accuracy, clarity, brevity, and content.
- Maximum number of players, based on feasibility and historical attendance records.
- Start and end date and time.

If any changes are made to your event, you will receive an automatic email notification from the registration system. It is still your responsibility to check on your event details, however, in case the email does not go through. The up-to-date status of your events can always be viewed through your EO/GM Dashboard.

Gen Con reserves the right to reject or cancel any submitted event regardless of the submission date or content. Events with clearly exaggerated information (e.g. “maximum number of players: 999”) will be Returned for Correction.

CHANGES TO SUBMISSION FIELDS FOR GEN CON ONLINE COMPARED TO GEN CON INDY

Form Field Name	Description
Gaming Group / Company:	Make sure to be consistent with the name of your company or group. This is how we build search lists for all your events. If you are not part of a company or group, leave this field blank.
Event Title:	<i>no change</i>
Short Description:	This is limited to two hundred characters so use them to sell your event. There is a long description you can use to elaborate. Do not include URLs, there is a place for that info later in the form.
Optional Longer Description:	A place to elaborate about your event. No need to repeat your short description as both will be displayed on the event details page.
Event Type:	<i>no change</i>
Minimum Players:	<i>no change</i>
Maximum Players:	<i>no change</i>
Age Requirement:	This is very important in an online environment to ensure your players are appropriate for your event. Players must be at least 13 years old to participate in online events. Please select accordingly.
Experience Required:	<i>no change</i>
Materials Provided:	<i>no change</i>
Attendee Registration:	Do not select generic tickets. There are no generics for Gen Con Online
Platform(s):	List the platform or platforms you will be using for your event, e.g. "Roll20 & Zoom" or "Tabletop Simulator". Do <i>not</i> put a URL in this field.
Preferred Date and Time:	All events are in Eastern time zone. Events start on Thursday at noon; there are no Wednesday events. Any event submitted outside of these parameters will be "returned for correction" or "rejected".
Event Duration	Online games often take longer to play. Assume that your game may take up to an hour longer than usual to finish, so make sure to increase your duration appropriately.
<i>Gamemaster(s):</i>	<i>no change</i>
Message to Registered Players:	This is the message players will receive when they sign up for your event. Do <i>not</i> put any URL where players can access your event in this field.
Web Address for Info:	Do <i>not</i> put any URL where players can access your event in this field.
Email for Info:	<i>no change</i>
Is this event a tournament?	<i>no change</i>
Special Request Details:	Use this field to communicate with us (the Event team) regarding requests for the specific event.
Gen Con Base Price:	This will be a flat rate of \$2 regardless of duration. Gen Con will update this manually during the review process.

TOURNAMENT AND MULTI-SESSION EVENTS

If an event is broken up over multiple sessions, each session must be submitted as a separate event. Each tournament round for more than 16 players should also be submitted separately.

Example: Your big TCG tournament runs on Thursday night and Friday morning, with the finals on Saturday night. Each session must be submitted separately. Similarly, a 64-player single-elimination

tournament should have one event for the 64-player round, one for the 32-player round, and then one for the 16-player and beyond rounds.

Unless a player risks being eliminated from an event (see Tournaments & Elimination Events under Event Ticket Pricing), a player must register for each session normally, as separate events.

If players *must* sign up for *all* sessions or you need to make special changes to the format of your multi-session event, email events@gencon.com with an explanation so we can make the appropriate adjustments in the registration system.

EVENTS WITH PHYSICAL SUPPLIES

Any event requiring physical supplies should not include the cost of those supplies in the event ticket. Rather, in the long description and/or message to registered players, the event organizer will list what supplies are needed, and provide a link to purchase those components. That link can be to the event organizer's site, to purchase supplies or kits specifically created for the event, or a link to other third-party sites.

If the only supplies needed are common household items, a purchasing link is still recommended, but not required. This does make it possible for an attendee to purchase an event ticket, and not the required supplies. That does not obligate the host to modify the event to accommodate any such ticket holder, but that ticket holder should still be allowed to view the event as best they can. The event organizer may still add an additional fee as compensation for your time and expertise.

LIVESTREAMING EVENTS

Event Organizers are encouraged to run livestreaming events on their own channels and submit them into the Gen Con event system. By doing so, this does not mean your event will be produced or hosted by Gen Con's official streaming channels.

If you are livestreaming an event that you want to be part of Gen Con Online, submit it as an appropriate event (most likely ENT or SEM) and list the site you are streaming on as the platform. For these events, you may list the URL for your streaming channel in the both the message to registered players and the web address for info fields, but you should still use the Event Messaging Tool to share that URL with ticketed attendees before the event.

If you are also planning on recruiting Gen Con Online attendees as players or participants in a livestreamed event, that must be submitted as a separate event that individuals can register for. The platform for this event should be whatever software you are using to connect with the players (e.g. Zoom, not Twitch) and the livestream must be clearly explained in the event description and message to registered players.

ELECTRONIC TICKETING FOR YOUR EVENTS

All Gen Con Online events will be electronically ticketed; no paper tickets will be issued for any event. Electronic tickets are associated with Gen Con accounts.

PLATFORM & THIRD-PARTY SERVICES TO RUN EVENTS ONLINE

The Platform field is used to inform players what third-party platform (or combination of platforms) you will be running your game on. For example, this could be Zoom or Roll20 for an RPG or Tabletop Simulator for a board game, but it could also be D20PRO for a virtual tabletop but using Zoom for audio and video.

- Only list the platform(s) *players* will need access to. If the GM will be using a virtual tabletop as a map but sharing their screen in Zoom instead of having players connect to it directly, only list "Zoom" as the location.
- Do *not* include any direct link for the game or video call - that information should only be shared via the event messaging tool shortly before the game is scheduled to begin.

Gen Con does not provide accounts or access to any apps, websites, software platforms, or similar services to allow people to play games online. GMs and players will need to purchase their own licenses and/or create their own accounts as required for events they want to host or participate in. They will also need to provide their own basic equipment, such as a computer, microphone, and webcam.

The GM and the players all share responsibility for understanding how a given platform or service works and ensuring that their software is up-to-date and properly configured – including checking that microphones and webcams are working correctly.

- General assistance with a given platform *may* be available in the Gen Con Discord for real-time support during the event, but is not guaranteed and GMs and players should double and triple-check system well before any events are scheduled to begin.

The EO may select their preferred platform to run an online game in, but there are several recommendations for widely adopted choices. This list may change over time – EOs are encouraged to check with their own communities and Gen Con attendees (in our forums and Discord) if they have questions about different options available.

- Audio/video chat platforms for all kinds of events (including SEM & WKS)
 - Zoom, Discord, Google Meet
- RPG-specific
 - Roll20, Fantasy Grounds, Astral, D20PRO
- Board, and Card games
 - Tabletop Simulator, Tabletopia, Board Game Arena

EVENT TICKET PRICING

GEN CON BASE PRICE

The base price for Gen Con Online is a flat rate of \$2 regardless of event duration.

If you would like to charge more for your event and get reimbursed for the difference, you must list the amount you would like to receive per ticket in the Additional Fee field on the Event Submission Form.

- Direct deposit is available. To receive information on setting this up, enter your email address in the Address for Payment field. For more information, refer to the Event Ticket Payment Policy & Process section.
- To receive payments by check, the Name for Payment field is who the check should be made out to. Use the Address for Payment field to enter the physical address where the check should be mailed.

For events with a final cost equal to or greater than \$20, an administration fee may be applied. The Gen Con base price is effectively increased by an additional 10% of the final event cost to cover credit card and processing fees. The final event cost will remain the same; the additional fee you requested will be reduced.

Example: A 4-hour RPG in Gen Con Online would normally have a Gen Con base price of \$2. If you submit an additional fee of \$18, then the final price of the event will be \$20. That incurs an admin fee of \$2 (10% of the final cost), so you will ultimately receive only \$16 per player (\$18 minus the \$2 admin fee). If the final event had cost \$18 instead, there would not have been an administrative fee.

TOURNAMENTS & ELIMINATION EVENTS

If later sessions of a tournament require a player to have beaten a prior event, make sure to indicate that on the submission form in the field asking if attendees can register for this event. This will set the price of this round to \$0 and not permit attendees to register directly for this round.

FREE EVENTS

Seminars and most anime and film events are free for attendees with a valid badge. The Gen Con base price is \$0. You may not add an additional fee to any free event without prior Gen Con approval.

Other events may only be run for free with Gen Con approval. Email events@gencon.com to request that your base price be removed.

CHARITY EVENTS

You can request that the additional fee for your event benefit the charity Gen Con has chosen to support that year. Add an additional fee and enter “Gen Con Charity” in the Name for Payment and Payment Address fields. The event title or description should explain that the proceeds will go to charity so that potential attendees know.

All requests for charity events are subject to Gen Con approval.

Charity events require manual adjustment, so make sure to double-check all details and follow up with events@gencon.com to confirm all details are in order before events are activated.

RUNNING EVENTS

BEFORE THE EVENT

Confirm that all required software is up-to-date with any updates at least a day before any event is scheduled to begin. Do not plan on installing updates immediately before scheduled start time.

Double-check that all necessary hardware (e.g. microphone and webcam) are properly configured in the audio/video chat platform that will be used for the event.

Log into the third-party platform(s) at least 30 minutes before the scheduled start time to confirm necessary username, password, or joinable links that you will need to share with the players. Post those in the event message tool at this time and welcome players to your game. You can also share any applicable additional links (e.g. handouts, images, etc.) or instructions.

Be as patient with players joining as possible. Plan leaving 15 minutes to sort out technical problems (e.g. connections, audio/video glitches, software crashes). Check the Technical Support channel on Discord to see if your missing player is there reporting a problem.

If registered players still have not confirmed and connected after 15 minutes, you can post in the Looking for Players channel on Discord and provide another 15-minute window for players to join. At that point (30 minutes after the scheduled start time), begin the game with the players who are present, if possible.

EVENT MESSAGING TOOL

Before events are scheduled to begin, EOs, GMs, and players will be able to message each other to coordinate joining the online game. GMs should use this share any username, password, and/or joinable links for game servers and audio/video chat, as necessary.

Event messages are not real-time but update every few seconds.

EOs and GMs can see player names, but not any other personal information. This tool is only to be used for communicating with players to get them into your online session. **Do not request any additional information from players** that is not *required* for them to join the game.

Do not use the event messaging tool for any purpose other than organizing and coordinating your game with registered players. Do not spam players with messages that are not directly applicable.

Gen Con's [anti-harassment policy](#) applies at all times. Any players abusing the event messaging tool should be removed from your game and reported to Gen Con staff immediately via email to events@gencon.com and customerservice@gencon.com.

DURING THE EVENT

If your event involves mature content or anything not suitable for all audiences, you must clearly state this before it begins. This should be clear enough for all participants to be certain that they will be comfortable with all material presented. If you have any attendees that are concerned about the subject matter or feel that it is not appropriate for them, you are welcome to excuse them and accept standby players.

You need to collect tickets from your players to confirm their attendance. They can do this on the details page for your event by clicking on "Give ticket to event host" above where they selected their tickets when they registered for the event. Players that have turned in tickets will have their status changed in your EO/GM view of the event. Make sure to double-check ticket status – **you will only receive credit for players who have turned in their tickets.**

Events must be run as they are represented in the event listing. Changes to the location, format, player maximum, game system, etc. cannot be made without prior Gen Con approval.

- Your event must begin and end on time, as designated by the event listing in the registration system and/or by Gen Con staff. It is important to submit your event duration with ample time for play. If all players agree, you may run over your stated time, but note that players may have back to back games and be unable to stay past time. However, we do suggest you leave at least a half hour between events you are running, in case an event does need to run over.
- If you need to make any changes to your event during the actual show including cancellations, email events@gencon.com.
- If you are encountering technical problems or need help configuring something, you can ask for help from fellow attendees in the technical support channel in Gen Con's Discord and they may be able to assist you.

GMs have the authority to remove problematic players or anyone engaging in harassment from their games. GMs should make sure they are familiar with the tools to remove a player from an online session and prevent them from reconnecting.

If you encounter any problematic players or need to remove anyone from a game, notify Gen Con as soon as possible via email to events@gencon.com and customerservice@gencon.com.

ADDITIONAL POLICIES & INFORMATION

If you cannot run your event due to an insufficient number of players (or for some other reason beyond your control), email events@gencon.com immediately to cancel your event. See the Canceling Events section.

If you or your players have any complaints about the event, please email events@gencon.com.

CANCELING & CHANGING EVENTS

If you need to cancel or change an event for any reason at any time, the EO must immediately notify events@gencon.com as well as any registered players through the Event communication channel.

Before the convention, you can cancel or change an event by emailing events@gencon.com with the event title, event ID, and event start time. Be proactive. If you have not received direct confirmation from Gen Con that your event has been canceled, you are still responsible for running it.

An excessive number of event cancellations or changes may affect your involvement in current and future conventions.

ACCESSIBILITY

Attendees with accessibility concerns must be provided appropriate accommodation.

If a registered participant requests specific accessibility services within two weeks of the convention, the event organizer is expected to work with the requesting participant to make reasonable accommodation.

Gen Con does not provide ASL interpreters or other accommodations for events it does not directly host but can provide resources to help event organizers to secure their own. Contact events@gencon.com for more information.

PHYSICALLY ACTIVE EVENTS

A physically active event is anything that involves something more than playing a game around a table – including, but not limited to, contact LARPs, exercise classes, sports, or anything using boffer/padded weapons or NERF guns, etc.

Gen Con reserves the right to modify any aspect of an event deemed inappropriate or dangerous to participants, or to cancel such event in entirety, at its sole discretion.

The Waivers/Assumption of Risk/Release of Liability section of the Terms of Service releases Gen Con of any direct liability in the event of any incident. Event organizers, GMs, and players are not required to agree to further waivers from Gen Con.

PRIZES & AWARDS

Any prizes you want to provide at your event must be audience-appropriate. Consider who your participants will be and what time your event will run before deciding to use a prize that may have an age limitation.

Gen Con will in no way be held responsible for any situations or actions which may arise as a result of any prizes or awards related to your events.

By submitting an event with prizes, you affirm that all your event prizes and awards are legal. It is your responsibility to investigate applicable state, local and federal laws to determine the legality of your prizes. We recommend you contact your lawyer, who will want to know: Is this a gambling event? Does the outcome depend primarily on luck or skill? What is the value of your prize?

Gen Con reserves the right to stop the distribution of any prize at the convention.

Gen Con neither provides nor distributes prizes for individual events. If you offer prizes, it is your responsibility to acquire and distribute them to your winners.

Do not approach exhibitors or companies on behalf of Gen Con to request prize support.

If you are a gaming group and receive prize support from a company, you are required to inform Gen Con.

REIMBURSEMENTS & PAYMENTS

GENERAL POLICIES

If you charge an additional fee for your events (by adding it on the event submission form), you may be eligible for payment. See the Event Submission Section for more information on how to enter this additional fee.

Only the amount indicated in the additional fee field will be used for calculating reimbursement. No additional fee means no reimbursement.

To receive any payment or reimbursement for any of your events, you must *collect* your event tickets. All payments and reimbursements are based solely on tickets collected, not tickets sold or maximum players - **no payments will be issued for events that do not have reconciled tickets.**

- Gen Con tries to ensure the quality of all events. Should attendees have a complaint about the quality of any event, Gen Con reserves the right to offer attendees a full or partial refund and reduce the event organizer's final ticket payment based on any refunds issued.

Reimbursements and payments will be mailed out approximately 4 weeks after the convention.

All follow-up inquiries regarding missing or incorrect reimbursements must be received within 8 weeks from the end of the convention. Any outstanding requests are no longer valid after this date.

All event ticket payments will be made payable to the name and mailed to the address indicated in the appropriate fields in your *event submission*, not in your account. Please keep your events up-to-date at all times. If you move or need to send a payment to a new address, you must email events@gencon.com to update your events – simply changing the address in your account online is not sufficient. You are responsible for any fees incurred due to stop payment requests for checks sent to the wrong address.

Gen Con will make several attempts for payment. If payment is not processed and/or there is no response within a reasonable timeframe, payment may be allocated to system credit.

If you want to receive payment via direct deposit, make sure that your email address is listed as your payment address in your event submission. You will receive an email with further instructions requiring you to set up an account to receive payment. If you have not received and *completed* these instructions within a week of the end of the convention, email events@gencon.com to confirm the status. Direct deposit payments will not be issued until your account has been properly set up.

Wire transfer is available for a \$35 fee.

Any requests to stop payment and reissue a check are subject to a \$35 fee. Additional fees or penalties may be applied, depending on individual circumstances.

It is your responsibility to keep the contact information in your account up to date. If we need to contact you regarding your reimbursement, we will use what is listed in your profile. Gen Con is not responsible for your reimbursement if the contact information provided is not current and we are unable to reach you in a timely manner.